

H.B. McClure's Mission...Treating each customer as our most important customer

H.B. McClure has provided home comfort for more than 90 years, becoming central PA's most trusted heating, cooling, plumbing and indoor air quality contractor one satisfied customer at a time.

Our goal for the next 90 years is to continue to earn our customers' trust by providing the most economical and environmentally responsible solutions available.

With nearly 200 employees, more than 85 trucks and the most experienced... and friendly... technicians around, you can **trust H.B. McClure to give you the right solution the first time.**

COMPLETE CUSTOMER FOCUS

Your comfort is our number one priority. That's why we focus on exceeding your expectations at every stage of our relationship. We listen to your needs, respect your time and property and give you solutions to fit your budget and your lifestyle. From being on-time with appointments, estimates and installation to preparing a range of service and installation options to meet your budget to leaving your home spotless when we leave, we won't stop until you are satisfied.

NON-COMMISSIONED SALES TEAM

A non-commissioned sales team guarantees that we will recommend the system that is right for your home. Because our estimators are paid a salary NOT a commission based on what they sell, they have no bias as to which systems are sold and installed.

PRICE SENSITIVITY

Our well-informed estimators will present you with several choices to address your home comfort issues. Having options helps you choose the system that will keep you comfortable year round and maintain energy costs without breaking the budget. We are also a "no surprises" company. The price you are quoted is the price you will pay. If the job scope changes, we will provide you with a revised estimate...not surprise you with a bigger bill.

MEASURE TWICE, CUT ONCE

Your H.B. McClure estimator will carefully measure your home to make sure that we recommend the RIGHT system to meet your needs. We never assume that the system you have is actually sized properly for your home. A system that is either too large or small is more likely to require service and will not perform properly in your home. Carefully measuring ensures our system works for the long-term and won't let you down.

PROFESSIONALISM

After 90 years in business we know that the customer is the key to success. That's why we make promises...and keep them. We value your time and won't leave you waiting for an appointment or estimate. Our team is respectful of your home and clean up is conducted during and after installation. We treat every home as if we were your guest.

YOUR SINGLE RESOURCE

Cooling in the summer, heating in the winter and everything in between. H.B. McClure offers turnkey home comfort and indoor air quality services. In addition to air conditioning and heating maintenance and installations, we also offer fuel oil, duct cleaning, plumbing, water conditioning, radon remediation, humidity control, indoor air filtration and energy efficiency solutions. H.B. McClure can help you control energy costs, extend the life of your home and keep your family healthy. When it comes to comfort, we're the contractor you can trust.

CUSTOMER TESTIMONIALS:

"Your salesman was so nice, he took the time to explain all of my options."

**R. REYNOLDS,
HERSHEY, PA**

"Over the years, I have had a lot of work done around my house. This was the first time anyone has cleaned up after themselves to my satisfaction."

**J. MCMINN,
YORK HAVEN, PA**

"The service technicians were great! They were clean, friendly, considerate – I can't say enough about what a good experience it was!"

**L. JACKSON
HARRISBURG, PA**

"The technician was terrific – excellent attitude and very knowledgeable."

**D. SCHELL
CARLISLE, PA**

"I have tracked my energy bills over the past year, and the new system you installed two years ago is saving me far more money than I expected... I should have upgraded my system years ago."

**D. BEIGH
MECHANICSBURG, PA**

600 South 17th Street
Harrisburg, PA 17104
Harrisburg: **717.232.4328**
Carlisle: **717.243.9011**
Hershey: **717.534.2661**

www.hbmccclure.com

Check List

As a consumer purchasing a home comfort or indoor air quality system, you have many factors to consider. Price and efficiency are important. But many other factors are important as well.

For your convenience, H.B. McClure has provided you with a comparison check list you should use with selecting an HVAC contractor.

Upon completion of this checklist we are confident you will see that H.B. McClure does more than deliver comfort... **we deliver trust.**

COMPARE:	H.B. McClure	Other Contractor
Non-Commissioned Sales Team	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Careful measurement of home and thorough site inspection	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Detailed BTU heat loss/gain calculated for each project	<input checked="" type="checkbox"/>	<input type="checkbox"/>
24-hour emergency service, every day, all year	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Average of 12+ years of experience as an H.B. McClure employee	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fully insured and bonded	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stability of third generation, locally-owned company (since 1914)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
One Stop Shop for cooling, heating, fuel oil, duct cleaning, plumbing, water conditioning, radon remediation, energy efficiency and more	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Creative financing available	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Professional team – on time with appointments, estimates and installation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
In-house duct/pipe fabrication for custom work	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Large buying power to keep costs down	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fully equipped to service all brands	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Code compliant installations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Offer 100% all-inclusive extended warranty options	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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