

DiBiase

HEATING + COOLING

Leap into Comfort!



www.DiBiaseHVAC.com

610-467-7388

The Story Of **DiBiase Heating and Cooling**

It all started in a small garage, where Joe DiBiase, a skilled HVAC technician with a passion for his craft, set out to build **something different**. He had spent years in the industry, witnessing firsthand the impact that quality service—or the lack of it—could have on a homeowner's comfort. Frustrated by companies that prioritized quick sales over true customer care, Joe decided to create a company where integrity, expertise, and customer satisfaction came first.

Armed with his tools, and a commitment to technical excellence, Joe founded **DiBiase Heating and Cooling** in May of 2008. His mission was clear: every customer deserves to be serviced by the best technicians—professionals who are not only skilled but also dedicated to doing the job right the first time.



2008

Shortly after, we adopted **Ugo**, our beloved frog mascot, as a symbol of our commitment to environmental responsibility and caring for our planet. Since then, we've evolved into a dedicated team of professionals united by a common mission to redefine customer service excellence.

Specializing in heating and cooling repair, replacement, and maintenance, indoor air quality, water heating, water treatment services, and home performance, we pride ourselves on delivering the fastest service by the most qualified technicians in the industry. Our story is one marked by integrity, honesty, and quality, ensuring that every home we touch becomes safer, more comfortable, and energy-efficient.



Experience The Difference With **DiBiase Heating and Cooling**

DiBiase Heating and Cooling has grown beyond its garage beginnings, but its core values remain unchanged. The company continues to invest in training, cutting-edge technology, and best practices to ensure customers receive top-quality service.

Through every season, in every home, DiBiase Heating and Cooling stands by the same principle that started it all:



The Customer
Will **Always**
Come First

Service Should
Always Be **Done**
With Integrity



Only **The Best**
Technicians
Should Handle
The Job

Values **Our Core Company Values**

Knowledge

Knowledge is power some say. If we are always learning and improving, we will be the best in all areas of our lives, personal and professional. We invest in training and tools and hire only those who want to continuously strive to be better.

Integrity

We do what we say we are going to do even when no one is looking. We have many stories of how we did the right thing when it would have been much easier or saved us money if we have taken a shortcut.

Consciousness

Consciousness is awareness of your actions in real time. This takes focus and attention but is well worth the effort.

Honesty

Honesty and integrity go hand-in-hand. We have open lines of communication between all company employees. We are honest with our customers, our employees, and each other.

Accountability

Sometimes taking accountability can be difficult, especially if it means we are in the wrong and we are impacting our ego. Taking ownership and responsibility for our actions is the first step in improving to become better. you cannot improve if you cannot be accountable for you actions.

Quality

This is shown in all that we do. The customer experience starts when a customer searches for us on the internet, when they call us and the phone is answered, and when the work is completed in the field. Technicians take pride in their work and the company allows the time necessary to ensure it meets out standards.

We only hire team members that possess our core values to ensure they can provide the ultimate customer experience for our clients.

Training **Apprenticeship Program**

After struggling for years trying to find technicians that meet our core values and technical expectations, we decided to recruit for character and train for skill. We search for candidates that possess our core values and have mechanical aptitude. We test each candidate to ensure they will fit into our culture here at DiBiase Heating and Cooling Company.

In 2018, we decided to take training to another level. We partnered with Interplay Learning and developed a registered apprenticeship program to provide our technicians with the best technical training in the industry, combined with training in our facilities. We don't want technicians learning on your job, we teach them the skills they need before they go to our customers homes.



Follow Our **Process From Start To Finish**

1 Discovery

A conversation to determine your needs and designing a system that fits your home and your budget.

2 Production

Our production team sources, orders, and meticulously inspects each piece of equipment to ensure it's accurate, flawless, and ready for delivery.

3 Installation

Our installation team will ensure your equipment is installed in accordance with manufacturers specifications, exceeding industry standards.

4 Post Production

After installation, we handle all of the paperwork, register equipment needing warranties, filing rebates, followed by a quality assurance inspection to ensure everything is running at its maximum performance.

Our **Discovery Process Simplified**

1

Having The Initial Conversation To Determine The Customer's Needs

- ★ Discuss expectations of today's visit
- ★ Discuss past and present comfort conditions
- ★ Gather information on concerns around safety, comfort, efficiency, and durability

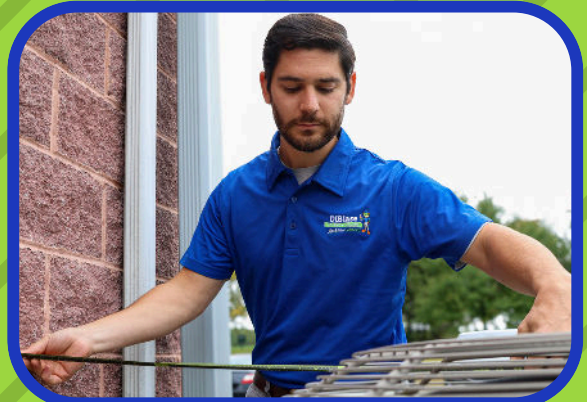
2

Conduct A Home Survey

- ★ Inspect insulation values from attic to basement
- ★ Inspect the existing equipment and sizing
- ★ Inspect distribution system for sealing and insulation
- ★ Inspect the electrical panel and circuit breaker sizes
- ★ Inspection of the venting system
- ★ Calculate for the correctly-sized system needed

It is important to have a properly designed and sized system to maximize peak performance to create the greatest comfort.

It is common for mechanical systems in residential homes to be oversized, which increases installations costs, shortens equipment lifespan, wastes energy, and reduces comfort and moisture control. Properly sized equipment will last longer, provide greater comfort, reduce noise, and save homeowners money.



Our Production Process Simplified

1 Data Analysis

- ★ Use data collected from initial consultation
- ★ Compare specifications to find correct equipment
- ★ Ensure equipment matched properly using AHA1 database
- ★ Review tax credits and rebate qualifications

2 Procurement

- ★ Locate correct equipment from supplier
- ★ Order equipment and materials required for installation
- ★ Forward all information to warehouse manager for processing

3 Equipment Inspection

- ★ Check that appropriate equipment was delivered
- ★ Unbox and inspect equipment at warehouse for damage
- ★ Pull serial information for records/registration

4 Staging

- ★ Gather any and all necessary parts
- ★ Once complete, package everything together
- ★ Ready to be taken to job site

Our production process ensures a seamless experience and customer satisfaction. We analyze data from the consultation to match the right system, then procure and inspect equipment for accuracy and quality. By staging all parts in advance, we eliminate delays, ensuring a smooth and efficient installation. This attention to detail guarantees each project is done right the first time, delivering reliable performance and peace of mind.

Our Installation Process Simplified

1 Arrival

- ★ Team arrives during stated arrival window
- ★ Trucks are loaded with tools, parts, and equipment needed

2 Expectations

- ★ Lead technician walks through details of the job with client
- ★ Review of the work order and the work to be performed
- ★ Discuss window of job completion

3 Installation

- ★ Set drop cloths
- ★ Disconnect and remove old equipment
- ★ Install new equipment in accordance with manufacturers standard
- ★ Commission and start system to maximize performance and comfort
- ★ Thorough clean-up of job site

4 Final Walk-Through

- ★ Team Lead walks homeowner through everything that was completed
- ★ Provide demonstration of how to operate new system, such as programmable thermostats

Why Our Installations Stand Out



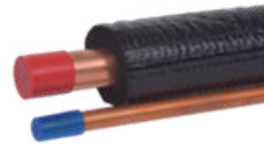
Our technicians will lay down drop cloths to protect your floors and belongings from damage while we are working in your home.



We install EZ Traps with water protection switches on all new systems to prevent blockages, costly repairs, and water damage by shutting down the system if the drain line clogs.



Our sheet metal is fabricated in a local sheet metal shop using higher quality materials and techniques. We stock prefabricated kits for each installation. Custom fabricated pieces can be created quickly for any projects.



We use tear-resistant, thick insulation on copper line sets to prevent damage during installation, improve performance, and protect against the elements, ensuring efficiency and preventing condensate leaks.



Concrete hybrid pads provide a sturdier foundation than plastic, and we dig out the ground to recess the pad into firm soil, ensuring it remains level and stable for years to come.



We use nitrogen purging with specialized regulators to remove oxygen while preventing over-pressurization, reducing the risk of leaks and ensuring the system operates efficiently for years to come.



The brazing materials used are composed of 15% silver. This is much more expensive than 5% or 0% brazing materials used by others. The benefit is a stronger joint that will not leak, ever.



Our technicians use digital tools and gauges for accurate pressure testing, evacuation, charging, and system testing, following manufacturer guidelines for each installation.

Why Our Installations Stand Out



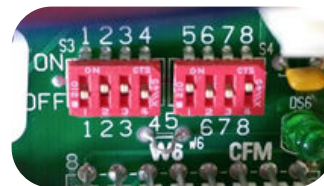
The evacuation process is crucial, and we use top-quality Fieldpiece tools for evacuation and charging. We perform a triple evacuation to remove moisture and non-condensable gases before charging the system.



A voltage monitoring surge disconnect system is required for all inverter outdoor units to protect against under/over voltage, which can damage electronic components. This system shuts off power during voltage fluctuations, preventing overheating and system damage. Standard surge protection is available for other system types.

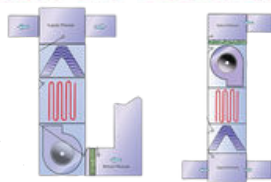


The lines are measured, and refrigerant is weighed to adjust for line length. Manufacturers provide enough refrigerant for 15' of line; without the additional charge, the system won't perform as designed.



We set up system dipswitches and controls to maximize performance. Proper commissioning ensures optimal capacity and efficiency, and our technicians are trained to do it right the first time.

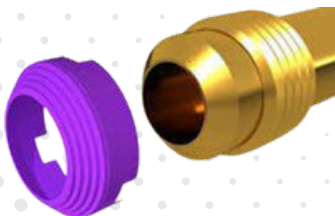
Test Port Locations



Our technicians are trained to measure static pressure, ensuring proper airflow for optimal capacity and efficiency.



Our technicians are equipped with the right tools, including a power flaring tool, cutting and deburring tools, and a torque wrench, ensuring proper flare fittings and tight connections to reduce leaks.



Flare Tite Teflon gaskets are used on all flare joints to prevent leaks caused by vibration and extreme temperature changes by creating multiple sealing points and filling minor imperfections.

Our Post-Production Process

1 Finding Paperwork

- ★ Revise initial models and serial number for rebates and credits
- ★ Register equipment with manufacturer to ensure warranties are extended
- ★ Process any rebates with utility company
- ★ Purchase any extended labor agreements with warranty companies

2 Quality Assurance Visit

- ★ Site visit within two weeks from installation with lead technician or production manager

3 1 Year VIP Maintenance Plan

- ★ Ensure year-round comfort with our exclusive maintenance plan



As your trusted service provider, we're always here when you need us. Whether it's warranty coverage, diagnostic testing, or annual tune-ups, we're committed to ensuring your home stays comfortable year-round. Our team is dedicated to providing reliable service and peace of mind, making sure that your systems perform at their best whenever you need them most. Your comfort is our priority, and we'll be here to support you every step of the way.

Join Our **VIP Membership Plan**

At DiBiase Heating & Cooling, we believe in taking care of our customers long after the job is done. That's why we created our VIP Membership—designed for homeowners who want to stay ahead of breakdowns, maximize efficiency, and keep their systems running strong year after year!

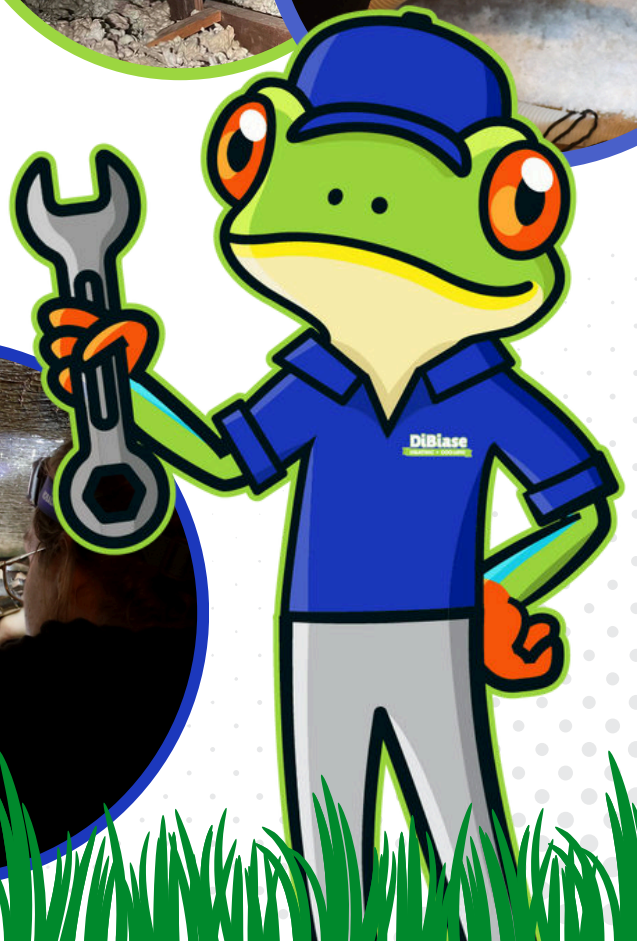
Why Join Our Exclusive Membership Plan?

- ✓ **24/7 Priority Services**
- ✓ **Discounts on All Repairs and Replacements**
- ✓ **Annual Tune-Up Visits**
- ✓ **No Overtime Rates in Time of Emergency**
- ✓ **Visual Inspection of Water Heater**
- ✓ **Exclusive Special Offers**
- ✓ **Contests to Win Prizes Throughout the Year**

Our Commitment To **Innovation And Environment**

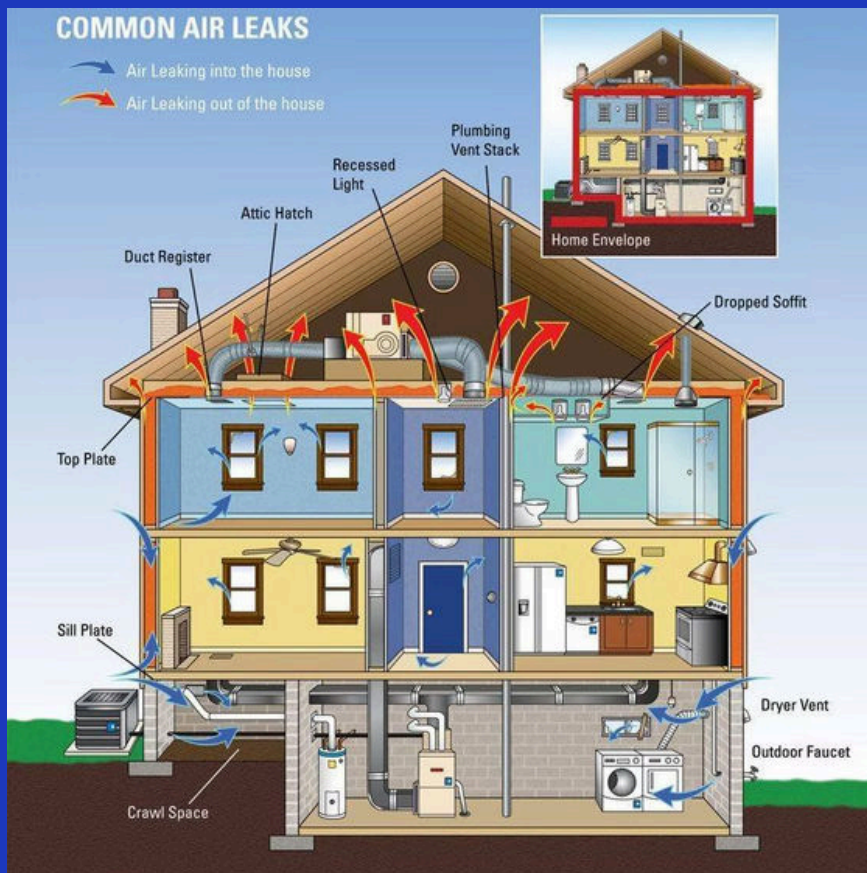
In 2013-14, we expanded our services to include home performance and energy audits, driven by a curiosity to learn more about energy efficiency and comfort. We became certified in energy auditing, air sealing, and insulation, integrating these services with our heating, air conditioning, water heating, and water treatment solutions. We take a whole-house approach to comfort, efficiency, and savings, ensuring our customers get the best possible results.

In keeping with our commitment to the environment, we introduced our mascot, Ugo the Tree Frog, around the same time. Ugo represents our dedication to reducing our environmental footprint while helping homeowners save energy and money. Our slogan, "Leap into Comfort," reflects this focus on sustainable, efficient, and cost-effective solutions.



Optimize Your Home's Performance

When assessing a home, we focus on how various factors—like insulation, air sealing, and HVAC—work together to impact overall performance. Our goal is to help homeowners understand how these elements interact to shape their living environment, affecting comfort, energy efficiency, and indoor air quality.



Safety

A scientific, whole-home approach, including combustion testing, ensures that HVAC systems, ventilation, and insulation work together to prevent hazards like carbon monoxide leaks, poor air quality, and electrical risks.



Comfort

A well-balanced home ensures consistent temperatures, proper humidity control, and even airflow, preventing hot and cold spots while enhancing overall comfort.



Efficiency

Optimizing home performance through proper insulation, air sealing, and HVAC reduces energy waste, lowers utility bills, and minimizes environmental impact.



Health

A well-optimized home performance system improves indoor air quality by reducing pollutants, allergens, and excess moisture, creating a healthier living environment for you and your family.



Durability

A well-designed system with proper air sealing and moisture control protects your home from rot and structural damage, preserving its integrity and extending its lifespan.

Our **Guarantees and Assurances**

1. Personal Guarantee

At DiBiase Heating and Cooling, we believe in the power of a commitment. As HVAC professionals, we design systems based on industry best practices and Chester and Delaware County conditions. We help select the right equipment for your needs and ensure all installations meet our high standards.

2. 100% Satisfaction Guarantee

We prioritize client satisfaction above all. If you're not happy with the equipment or installation within one year, we'll do everything possible to resolve the issue, including removing the equipment and refunding your investment.

3. Best Price Guarantee

We believe no one offers the same thorough design, installation, and warranty at our price point. If a reputable company provides a lower estimate for identical products and services, we'll match it. If their estimate is for different products, we'll match the price and provide equivalent options. We will not lose a customer over price.

4. Comfort Guarantee

We will design your system to ensure it will be properly sized for your home to maximize comfort and system efficiency based on your homes insulation factors at the time of installation.

5. No Lemon Guarantee

If the original purchaser experiences a major part failure twice in the first five years of ownership - we will replace the piece of equipment, not just the failed part.

Explore Our **Financing and Payment Options**

Our team at DiBiase Heating and Cooling understands that emergency heating and air conditioning and replacements are not always in your budget. When trouble strikes and you need urgent services, we have you covered.

Financing Services Through Wells Fargo

If you qualify for financing, you may experience the following benefits:



Special Interest Rates



Expedited Loan Processing



Zero Lender Fees

Wells Fargo may approve financing for the following services:



Large HVAC Repairs



AC Installations & Replacements



Ductless Heat Pump Installations



Geothermal Heat Pump Installations



Home Automation Installations

Membership Plan

What's Included In A Tune-Up

Heating

- Test System Operation and check thermostat calibration
- Visually inspect all components for corrosion, moisture, and overheating
- Inspect and replace air filters
- Clean and inspect heat exchanger
- Perform heat exchanger smoke test
- Clean and inspect burners for rust and alignment
- Clean and inspect ignition system
- Test ignitors for proper resistance
- Clean and test flame sensor
- Clean condensate removal system
- Inspect and test inducer assembly and test amp draw
- Inspect and test blower motor assembly and test amp draw
- Tighten all electrical connections
- Test all capacitors to ensure they are reading within tolerance
- Review all settings for proper airflow and staging
- Perform and combustion analysis and efficiency test
- Perform a draft test to ensure proper venting
- Perform temperature rise test
- Inspect the venting system for proper size, corrosion, and leaks
- Inspect the duct system for proper size, corrosion, insulation, and leaks
- Perform a static pressure test to ensure airflow is correct
- Inspect any connected accessories including humidifiers and air cleaners

Cooling

- Test system operation and check thermostat calibration
- Ensure humidifiers are turned off for the season
- Visually inspect all components for corrosion, moisture, and overheating
- Inspect and replace air filters
- Inspect indoor coils for rust and corrosion
- Perform leak check on indoor coil using electronic detection
- Inspect all electronic components including capacitors, contactors, control boards
- Inspect blower assembly and test amp draw
- Clean and inspect condensate removal system
- Inspect and water clean outdoor coil if hose is available
- Tighten all electrical connections
- Perform compressor Meg Ohm test to check motor winding insulation
- Measure system charge using superheat/subcooling
- Measure power consumption to system
- Measure temperature rise and calculate total heat removal
- Calculate system capacity and efficiency based on data collected

Why Choose **DiBiase Heating and Cooling**



Family-Owned and Operated

Unlike many of our competitors, we remain a family owned business that values personal relationships with our customers.



Background-Checked Technicians

Our technicians are NATE, EPA, and BPI-certified, ensuring they are qualified and experienced to work on all systems.



Straightforward Pricing

We believe in transparency and honesty, which is why we offer straightforward pricing with **no surprises**.



True 24/7 Service

Whether it's a routine check-up or an emergency repair, we are here for you around the clock.



Comprehensive Services

From HVAC and water heaters to energy audits and home performance, we are your one-stop shop for home comfort.



Local Expertise

We're proud to operate locally and serve our neighbors.



