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For nearly 75 years, **Hutchinson's** team of heating, cooling, and plumbing experts have been improving customers' lives through world-class service and a commitment to satisfaction.

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Hutchinson's team includes (front, left to right) Bill Sherriff, George Donges, Bobby DelGaldo, (back, left to right) Dominic Carr, and Giacomo Avanzato.

# the Hutchinson PROMISE

For nearly 75 years, **Hutchinson's** team of heating, cooling, and plumbing experts have been improving customers' lives through world-class service and a commitment to satisfaction. *by PHIL GIANFICARO*



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**When Dominic Carr was a boy**, he would tag along with his father on plumbing jobs, snaking through crawlspaces and handing him tools needed to get the job done right. He found satisfaction in the work, the art of it all, but mostly he just enjoyed spending time with his dad.

Carr is happy to have followed in his father's footsteps. Today he is a veteran plumbing service manager at Hutchinson, a Cherry Hill, New Jersey-based provider of heating, cooling, plumbing, and energy services for more than 70 years and three generations. Every day he incorporates into his work some of the most important lessons his father taught him.

"Dad would always remind me that we're in the service business, and to listen to the

served by an upgrade to the air conditioning/heating unit, the customer can expect a member of Hutchinson's trained team of consultants to assess the home's needs and deliver an option to best suit those needs. In most cases, Hutchinson can install a new air conditioning unit the next day. If not, it can offer window air conditioners or rescue units to ensure customers will not have to spend a restless night in discomfort until their new unit is installed.

"We can do the work as early as next-day install, with either a [pump] down system for a furnace, air conditioning, or a full system," says Giacomo Avanzato, a home comfort specialist with Hutchinson. "The fact that we have a fully stocked warehouse in Mount Laurel allows us to move on something a lot quicker than some other smaller

customer with active ears," Carr says. "I believe you always have to think about what you can do to best serve the customer. You're fixing someone's plumbing, but you're really fixing the human being by fixing their plumbing. You're making their life better."

Carr and his fellow Hutchinson service representative employees apply this philosophy when interacting with each of the company's 50,000 customers in New Jersey, Pennsylvania, and Delaware. Since its founding in 1948, Hutchinson has continued to deliver the "Hutchinson Promise" of complete satisfaction and world-class service.

"There are several key points why customers should choose Hutchinson," says Bobby DelGaldo, Hutchinson's operations manager. "We always deliver what we promise; we charge reasonable rates; we're always on time; we do it right the first time; we never say we can't do something; we treat customers with respect; and we stand behind our work."

Hutchinson's residential plumbing services include water heater installation, drain cleaning, leak fixing, backflow prevention, toilet repair, and more. Also, the company can repair or replace sump pumps, and provide battery backup systems. The company carries models from top brands: water heaters from A.O. Smith and Bradford White; faucets from Delta, Kohler, and Moen; and toilets from American Standard and Kohler.

In keeping with its customer-first philosophy, Hutchinson pledges a "Same-Day Service or Free" policy. DelGaldo adds: "If you call us today and your water heater isn't working, if we can't get you hot water that same day, you don't pay."

Hutchinson also provides a winter/summer service called "Water On, Water Off," generally reserved for vacation homes down the shore.

"We basically winterize the shore home when people aren't there and get it ready when they're there after winter," DelGaldo says. "We winterize the pipes to prevent bursting. We shut off water in winter, then turn it back on when they're ready to return."

In addition, Hutchinson has become an area leader in heating, ventilation, and air conditioning systems. If a home would be best



companies. That gives us an edge over a small mom-and-pop HVAC company. We have every type of equipment on hand, all different tiers of equipment, so we don't have to spend time to go out and find it."

For example, Hutchinson offers a range of state-of-the-art thermostats, complete with humidity and temperature control, as well as Wi-Fi compatibility.

"With the upgraded thermostats, a customer could be in or out of their home and see what their HVAC is doing," Avanzato says. "They could be on vacation or just lying in bed and change the thermostat from their phone. It makes it easy for the homeowner to see what their system is doing regardless of where they are."

Since its founding in Haddonfield, New Jersey, 74 years ago, Hutchinson has experienced tremendous growth in all areas of its business and greatly expanded its reach. Today, the company can serve customers throughout Burlington, Camden, and Gloucester counties, as well as those in the southernmost reaches of Atlantic and Cape May counties.

"We've really branched out, especially to the shore communities," says Avanzato. "I cover the shore area mainly, and know we are able to service people at their primary homes and shore homes. We also have a Sea Isle City satellite office for sales and technicians. If we have a job at the shore that involves a down AC or heating system, we can get something installed very quickly and make sure the customer is always comfortable."

Always put the customer first. That was the pledge George H. Hutchinson Sr., and sons William and George Jr., made the day they launched the company shortly after World War II. Nearly three quarters of a century later, Hutchinson has cemented its place among the preeminent service providers on the East Coast.

"It's all about treating the customer right," DeGaldo adds. "Our approach is all about doing things right the first time for the customer. If you do that, the rest will take care of itself, because they will always come back." ■

**“We always deliver what we promise.”**  
—Bobby DeGaldo, operations manager for Hutchinson

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