

Burns & McBride

has been providing quality heating and cooling solutions to your family for generations.



Tom McBride, Co-Founder

Since 1949, Burns & McBride has been meeting the heating and cooling needs of our community. In that time we've also had the opportunity to develop the best trained, and most highly specialized, team of experts. Burns & McBride is proud of our distinction as a trusted resource in the area and we are dedicated to earning the continued goodwill of our customers.



Our People

Since 1949, we have had the privilege of serving the home comfort and heating oil delivery needs of thousands of homeowners throughout our area. During that time we have had the opportunity to develop the best trained and highly experienced team of employees to help meet your needs both safely and efficiently.

Comprehensive background checks on all Burns & McBride personnel

As surprising as it may seem, most home comfort and oil delivery companies do not carefully screen their new employees. Very few companies do comprehensive background checks because these checks are expensive. At Burns & McBride we perform rigorous background checks on every employee we hire.

Before a new employee is hired, the applicant must pass both skill and aptitude tests. We then run thorough credit, driving,

reference and criminal background checks. Only after we are certain the employee is trustworthy and dependable do we add them to the Burns & McBride team.



Extensive Team of Service Technicians

An extensive team of service technicians means you get emergency service quickly - Typically in less than 2 hours

Because we have a large service team, we usually have someone right in your neighborhood who can respond to your call promptly. Last winter, we responded to the average emergency call in less than two hours.

Our technicians work around-the-clock in winter, so you get great service... even at 2:00 in the morning!

During the winter, our technicians work around the clock. So if you have a heating emergency in the middle of the night, we have a serviceman in his van with the engine running - ready to



Gas Heat
Oil Heat
Central Air
Service Plans
Hybrid Systems
Geo-Thermal
Installations

Call today 302-656-5110 or Toll free 800-756-5110
or visit BurnsAndMcBride.com

Terms and conditions apply. Call or visit our website for complete details.

get to your call. We're not just "on-call," we're "on-the-job!" This is very different from other companies who believe 24-hour service means they will respond to your call within 24 hours.

Training, training and more training

Even our experienced service technicians receive up to 80 hours of classroom training on new equipment and repair techniques each year. We educate new employees so that they will measure up to the same exacting standards. Our special Burns & McBride Apprenticeship Program provides trainees with over one hundred hours of classroom training and 2,000 hours of on-the-job training.

And we don't forget about our delivery drivers either. Drivers also participate in many hours of training each year focused on improved delivery equipment and techniques, as well as driver safety.

All personnel participate in our various Rewards Programs to ensure compliance with our exacting standards.

All brands and types of HVAC equipment

We service all brands and types of HVAC equipment. Whether you have gas or oil heat, air conditioning, a heat pump or water heater - our technicians can service them regardless of brand. We also offer several different Service Plans for you to choose from. Your Burns & McBride technician will be happy to explain each of the plans so that you can make the choice which is best for you.



Modern Equipment and Facilities

Our trucks are newer, cleaner, better and safer

If you see our service vans on the road, you'll notice they are newer than most other delivery trucks or vans. A fleet of modern vehicles means we can meet your needs more reliably, efficiently, and safely.

Fully stocked trucks

Our technicians will arrive at your home prepared with a truck that is completely stocked with all of the necessary tools, equipment and materials required to do the job. No time will be wasted going to a hardware store or back to the shop in order to get the proper parts and supplies.

Modern repair facilities means that maintenance is done the right way

Keeping our fleet of service vehicles in shape is a safety priority for our drivers and our customers. Burns & McBride employs highly skilled mechanics who inspect each truck every day to prevent split hoses or faulty equipment from either delaying our arrival.

Our Smart Cars help conserve valuable resources

We're providing smart solutions to our customers and utilizing them ourselves. By using Smart Cars our team is conserving fuel and helping to pass the savings along to our customers.

A mobile computer in every service van

Our service vans are equipped with state-of-the-art mobile computers so our service technicians can access your service history before they reach your doorstep.

Computerized test instruments

All of our technicians are equipped with sophisticated computerized test equipment which allows them to "dial-in" your home's heating and cooling equipment to peak performance. These instruments also test for the presence of dangerous Carbon Monoxide, cracked heat exchangers or other situations which could provide a danger to you and your family.



Better Forecasting of Your Delivery Needs

Leading edge computer modeling to better forecast your delivery needs

We have teamed with one of America's top research universities to develop a new methodology which combines more than 15 variables on an hourly basis to forecast our customers' heating oil usage. Given today's high energy costs, the increased impact of hybrid and more efficient heating equipment, programmable thermostats and lifestyle changes, this system has significantly improved the accuracy of our forecasts when compared to traditional degree day systems. The improved efficiency of this system means lower operating costs which can be passed along in fuel cost savings to our customers, while at the same time ensuring that our customers have the oil they need at the time it is needed.



A More Secure Supply

Millions of gallons under contract means a more secure supply

Every year we contract with major oil suppliers to purchase millions of gallons of heating oil. Unlike companies that buy oil without oil contracts on a spot basis, we are assured of a supply even if there is a shortage in the marketplace.

A Safety-Oriented Culture

At Burns & McBride we take safety seriously. Every week our managers, team leaders, technicians and drivers meet for safety training and awareness. Our safety incentive program rewards those personnel who perform their jobs with an eye towards safety. Additionally, our top managers and employees meet every month to review our safety record and plan for improvements.



Our Extensive Insurance Coverage Protects You

Since September 11th, insurance rates have skyrocketed for companies involved in the distribution of petroleum. While many local oil companies are dramatically underinsured, Burns & McBride carries over \$12 million of insurance, covering all service related work, and including pollution liability insurance. If an accident happens, you can be assured that the homeowner's property is financially protected.



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