



Photos/Rob Banayote

Top left: Boone Coy; Top right: Jason Braun; Bottom left: Steve Dantzinger; Bottom right: John Traub.

Thiele Heating and Air Conditioning has deep roots, commitment to community

That locally owned companies are better companies is an article of faith for John Traub, president of Thiele Heating & Air Conditioning. He should know. Thiele is Indy's oldest heating and cooling company, and its commitment to service and community have helped it compete against national competitors to become Central Indiana's fourth largest.

"I believe locally owned companies have a much stronger commitment to the community we serve," Traub says. "It is very personal to our entire team that the customer has a tremendous experience with us. We are Hoosiers helping Hoosiers, earning and returning monies to our community."

Thiele Heating & Air Conditioning sells, installs, services and repairs furnaces, heat pumps, air conditioners and HVAC systems for central Indiana homeowners and businesses.

"As a locally owned and operated company for more than 128 years,



we pride ourselves on delivering old-fashioned quality service," Traub adds. That commitment to service shows. Thiele received the Angie's List Super Service Award in 2010, for the third year in a row. The honor is bestowed annually on approximately five percent of all the companies rated through the nation's leading provider of consumer reviews on local service companies.

"Our Super Service Award winners are the cream of the crop when it comes to providing consistently high quality customer service, as judged by the customers who hired them," said Angie Hicks, founder of Angie's List.

"The customer is absolutely not

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a number. They are a cherished part of team Thiele, and if they ever have a question or concern, they can always talk directly to the owner," Traub emphasizes. "Our motto is, 'We're probably in your neighborhood right now, so give us a call,'" he says, noting that his fleet of vehicles provides service 24 hours a day, seven days a week, 365 days a year. A local call center and affiliations with the Greater Indianapolis Chamber of Commerce and the Heating and Air Conditioning Alliance of Indiana reinforce Thiele's commitment to customers and community.

Thiele was founded in 1883 by Wilhelm Oliver Thiele. It originally

manufactured the L.C. Thiele furnace in Indianapolis and eventually started installing other brands of furnaces. Traub bought the company in 2005. A lifelong Hoosier and former executive for a national heating and air conditioning company, he was convinced of the advantages of locally owned companies. When he bought Thiele, it ranked 19th in the number of furnace installations in Marion County. Today, it is fourth.

Traub's commitment to and belief in local companies is reflected in Thiele's affiliation with Rheem heating and cooling products. "One of the reasons we've partnered with Rheem is that they have a strong product line and their distribution facility is locally owned and located here in Indianapolis. Rheem has a furnace we call 'the last furnace you will ever have to buy,' because it comes with a lifetime replacement warranty. We're proud of being a top 10 Rheem dealer in the United States for the second year in a row."