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“Chapman Heating and Air Conditioning is 46 years old,” says owner Ron Chapman. “My parents started the business and I bought it from them in 1982.”

“Lots of other companies do heating and cooling, but I like to think we stand out because we have better people who have been better trained and a more user-friendly approach to serving our customers.”

According to Chapman, the company has a fleet of 22 vehicles, mostly service vans, operated by the company’s HVAC system installers. When it came time to purchase some new trucks in March of 2003, Chapman decided to give Freightliner Sprinters a try.

“We were looking for a more durable vehicle that would give us more up time, require less

maintenance and deliver better fuel economy,” he explains.



Ron and Beth Chapman — Owners
Chapman Heating and Air Conditioning Co.

Freightliner
SPRINTER
FORWARD MOTION

CHAPMAN HEATING AND
AIR CONDITIONING
COLUMBIA, MO

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“We also wanted a van that was a little larger, to give our installers more room. It seemed like a lot to expect from one truck, but we got it all with the Sprinter.”

“We bought three Sprinters in March of 2003 and three more this March,” Chapman says. “The fuel mileage for the Sprinters is more than double our conventional vans, and our employees just love them. The vans are not nearly as

cramped inside, which means that the installers can carry everything they need for a particular job in just one load, instead of making multiple trips from our shop to the job site. There are shelves and drawers inside the van for parts and tools, and there is also a place to store stepladders inside, along with the refrigerator tanks installers carry to charge cooling systems. Outside the van there are storage racks for four additional ladders.”



“These trucks also have a lot of other features I appreciate,” Chapman adds. “For instance, they are equipped with dual air bags as well as traction control and ABS. Our installers also appreciate the onboard computers that help them make good operating decisions.”

“The use of Sprinter-type vehicles is fairly new to our industry, at least in the United States,” adds Chapman. “It was an innovative

“I think the combination of good people, good service and good equipment has been at the heart of our success. Now Sprinter is a part of that winning formula.”



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performance record in Europe, we were pretty confident about our decision to buy Sprinters, and it has paid off. Service for

the Sprinters is done by Kansas City Freightliner, and that is working very well, too."

Each van averages about 15,000 miles per year, serving customers generally located within a 30-mile radius of Chapman's headquarters in Columbia, Missouri, according to Chapman. "Our day starts at 7:00 a.m.," he



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both residential and commercial customers and install new systems," he explains. "We offer a variety of equipment choices, but most of the systems we install are from Lennox."



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"Much of our business comes from customer referrals, but we also do some radio and television advertising and some direct mail."

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"Business is strong right now, even though people are still cautious about how they spend their money, and so are

says. "The installers load up their equipment and materials for that day and head out. We remove existing heating and/or cooling equipment for

we," he observes. "Now we have one daughter and another daughter's husband working with us. I think the combination



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