



HEATING & COOLING

Hillside

HEATING + COOLING

HEAT PUMPS

All-in-one heating and cooling systems



OIL DELIVERY



HEATING



AIR CONDITIONING



SERVICE PLANS



COMMERCIAL FUELS



Keeping Your Paws
Comfy All Year Long!



Heat Pump Installation, Repair, and Maintenance

For over 70 years, Hillside has been the trusted, local expert for heat pump installation, repair, and maintenance services in New Castle County, Delaware, Southern Chester County, Pennsylvania, and Cecil County, Maryland.

We offer energy-efficient heat pump systems engineered for exceptional performance and durability. Our selection includes top brands such as Armstrong Air, Thermo Pride, Peerless, Mitsubishi, Rinnai, and other leading ductless systems.

Hillside's technicians have the training, certifications, and knowledge to install, maintain, and repair these HVAC systems. Whether you need installation, routine maintenance, or emergency repairs, you can trust us for all your heat pump needs.



Call us at **302-738-4144** (DE&PA) or **410-398-2146** (MD) for reliable heat pump repairs and maintenance, or get a FREE QUOTE and honest estimate on a new heat pump installation.

WHAT IS A HEAT PUMP?



Heat pumps are all-in-one heating and cooling HVAC systems that comforts your home year-round.

WHY CHOOSE A HEAT PUMP?

Given the moderate climate of Delaware, Pennsylvania, and Maryland, heat pumps offer several advantages, making it an excellent choice for heating and cooling your home:

- **All-in-One Comfort:** Enjoy efficient winter heating and summer cooling from a single, streamlined system.
- **Consistent Temperatures:** Eliminate hot and cold spots for more uniform comfort throughout your home.
- **Quiet Comfort:** Designed for minimal noise, both indoors and out, for a more relaxing home environment.
- **Improved Air Quality:** Benefit from advanced filtration systems that help remove dust, pollen, and allergens.
- **Lower Utility Bills:** Uses less energy by moving heat instead of generating it.
- **Reliability:** Modern heat pumps are built to last, offering years of efficient and dependable performance.
- **Higher Home Value:** Energy-efficient heat pumps can increase your home's appeal and raise its resale value.
- **Rebates and Incentives:** Local, state, and federal programs can help reduce the cost of installing a heat pump.

WHAT'S THE DIFFERENCE BETWEEN A HEAT PUMP, A FURNACE, AND AN AIR CONDITIONER?

The differences between a heat pump and a furnace lie in their operation, energy source, efficiency, and applications. Here's a breakdown:

- **Heat Pumps** transfer heat between the inside and outside of your home. In winter, they pull heat from the outdoor air or ground; in summer, they work like an air conditioner by moving heat out. They run on electricity and move heat rather than create it, making them energy-efficient in moderate climates.
- **Furnaces** generate heat by burning fuel (like heating oil or natural gas) or using electricity, then push warm air through ducts to heat your home. They create heat directly, making them effective in colder climates where higher output is needed.
- **Air Conditioners** cool your home by absorbing heat from the indoor air and releasing it outside. They operate only in cooling mode and must be paired with a separate heating system, like a furnace. They run on electricity and are ideal for homes in warmer climates or with an existing heating source.



It might surprise you, but **your heating and cooling make up more than half of your home's total energy use.** Installing an energy-efficient heat pump can significantly reduce your energy consumption, lower your utility bills, and provide many other benefits we'll discuss later.

HOW LONG DOES A HEAT PUMP LAST?

When expertly installed and properly maintained, **heat pumps typically last around 15 years**—sometimes even longer. Here's how Hillside's certified HVAC experts help homeowners **protect their investment** and **maximize performance for years.**

- **Professional Installations:** We ensure your heat pump is properly sized for your home, installed to manufacturer specifications, and optimized for long-term performance and energy savings.
- **Maintenance Plans:** Our customized plans are designed to catch minor issues early to help prevent equipment failures, reduce inefficiencies, and maintain healthy indoor air quality.
- **Annual HVAC Tune-Ups:** Our comprehensive tune-ups include cleaning, safety checks, and performance testing to keep your system running efficiently, lower your utility bills, and extend the life of your equipment.
- **Expert Troubleshooting & Repair:** In the event of a breakdown or malfunction, our certified technicians deliver fast, accurate diagnostics and professional repairs to restore comfort and prevent further damage.



HOW HEAT PUMPS WORK: AN EFFICIENT CLIMATE SOLUTION

A heat pump is a versatile and energy-efficient system that provides both heating and cooling for your home by moving heat from one place to another. Unlike traditional furnaces that generate heat by burning fuel, a heat pump simply transfers existing heat, making it a highly efficient alternative.

CORE COMPONENTS

A heat pump system consists of two main units connected by refrigerant lines:

Indoor Unit (Air Handler): This unit is located inside your home and contains a coil and a fan. The fan circulates air from your home over the coil, and the coil acts as a heat exchanger.

Outdoor Unit: This unit sits outside your home and looks very similar to a traditional air conditioning unit. It also contains a coil and a fan, along with the compressor, which is the heart of the system.

A crucial component called the reversing valve allows the system to switch the flow of refrigerant, enabling it to shift between heating and cooling modes.

THE ROLE OF THE THERMOSTAT

Your thermostat is “the brain” behind your heating and cooling system. Here’s what it does for you every day:

- **Set Your Perfect Temperature:** The thermostat is the interface where you tell the system how warm or cool you want your home to be.
- **Monitor Air Temperature:** A thermostat constantly senses the current temperature inside your house.
- **Control the System:** When the thermostat detects that the room temperature has deviated from your setpoint, the device signals the heat pump to turn on or off.
- **Switch Between Modes:** A heat pump-specific thermostat allows you to switch between heating, cooling, and sometimes an emergency heat setting.
- **Manage Dual-Fuel Systems:** For a hybrid system, a smart thermostat is crucial for deciding when to use the electric heat pump and when to switch to the backup gas furnace for optimal efficiency.



Upgrade to a smart thermostat for lower energy bills a more efficient heating and cooling system. Control your home’s temperature from your phone, set schedules, and help your system run more efficiently. **Ask Hillside about installing one during your next service!**

COOLING MODE: HOW YOUR HEAT PUMP KEEPS YOUR HOME COOL

During the summer, your heat pump switches to cooling mode. It works by pulling heat from inside your home and sending it outside—leaving behind cool, comfortable air. Here's how the process works:

- The indoor unit draws in warm air from your home.
- The refrigerant inside the indoor coil absorbs heat from the air.
- The refrigerant, carrying that heat, moves to the outdoor unit.
- The outdoor unit releases the heat into the outside air.
- The cooled refrigerant returns indoors.
- Cool air is circulated back into your home.

In short: warm indoor air → heat absorbed by refrigerant → heat released outdoors → cooled refrigerant → cool air delivered inside.



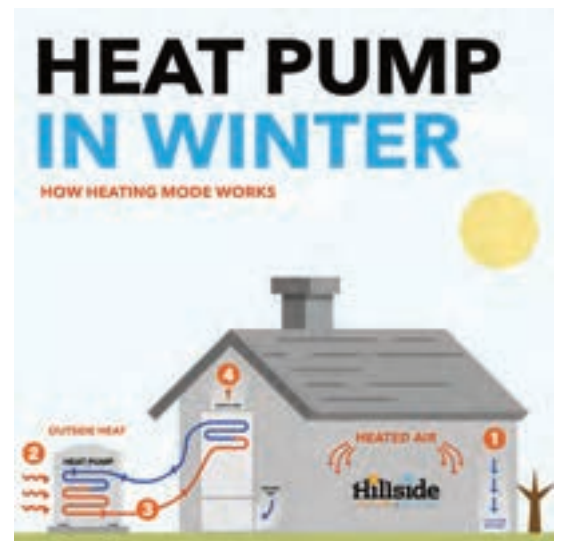
Heat pump maintenance plans are available with **Basic** and **Premium Coverage** options. To learn more, please visit www.HillsideHVAC.com/maintenance-plans. Have a question or want to sign up for one of our plans, call us at **302-738-4144** (DE&PA) or **410-398-2146** (MD).

HEATING MODE: HOW YOUR HEAT PUMP WARMS YOUR HOME

During the winter, your heat pump runs in heating mode. It works by pulling heat from the outside air—even in cold temperatures—and bringing it inside to warm your home. Here's how the process works:

- The outdoor unit pulls in cold outside air.
- The refrigerant absorbs heat from the outside air.
- The refrigerant, carrying the heat, is pumped to the indoor unit.
- The indoor unit releases the heat into your home's air.
- The refrigerant, now cooled, returns outdoors to collect more heat.
- Warm air is circulated throughout your home.

In short: outdoor air → heat absorbed by refrigerant → heat delivered indoors → cooled refrigerant returns → warm air fills your home.





THE TRUSTED LOCAL COMFORT EXPERTS

Guided by three generations of family attitudes, Hillside has earned over **3,000 certified 5-star reviews** from our heating and cooling customers.



"Techs are always friendly and give great explanations of issues or things to look out for and even a detail of what they did and why. Customer Service is awesome as well. I've been a customer for many years...I believe it's over 25 years now and I wouldn't change companies for any amount of money. Thank you for keeping my house warm in winter and cool during the summer. "

Review by M.P. from Newark, DE

Keeping your paws comfy all year long!

Hillside Oil Heating & Cooling is a proud to be an award-winning HVAC, full-service heating oil delivery, and commercial fuel company successfully servicing our communities and costumers for almost 70 years.

We know what it is like to be a customer and how we like to be treated. We take pride in thinking like a customer when dealing with our customers. We'll do everything we can to make sure you have an exceptional customer experience. **It's our promise to you.**



Jim Sellers, President



Our mission:

To keep you warm in the winter
and cool in the summer
while doing customer service right.



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Hours of Operation: Monday–Friday: 7:30AM–4:30PM | Saturday: 9:00AM–1:00PM (Winter)