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Maertin Heating & Cooling Announces New President Scott Maertin

Mokena, IL - Maertin Heating & Cooling is pleased to announce Scott Maertin as the company's new President.

Award-winning Maertin Heating and Cooling has been the Lincolnway area HVAC leader since Jeff Maertin opened its doors nearly 28 years ago. In 1995, nephew Scott Maertin began assisting with air conditioner installations.

Scott Maertin was immediately drawn to the field. "Uncle Jeff always talked about his work and the exciting things that happened," Maertin said, "He worked with helicopter and crane equipment lifts and huge air conditioners so large you could walk through them. He spoke about the many people he met. I knew there would always be a need for heating and cooling, so I wanted to learn everything about it."

Scott Maertin was also believed in the Maertin Heating and Cooling philosophy. Maertin says, "Both my father and my Uncle Jeff were raised to do things correctly - and with pride - the first time. This lesson was passed along to me at an early age, so I fit in perfectly with the Maertin Heating way of doing things."

In 1996, Scott Maertin was hired as a full-time employee. He studied on his own to pass the challenging Environmental Protection Agency test and gained his hands-on, practical training while working alongside Jeff Maertin. Scott still continues his education by taking a multitude of classes nationwide to stay on the leading edge of heating, cooling and refrigeration installation, service, sales and emerging technology.

Now retired co-founder Mary Maertin credits Scott with the company's survival during the Great Recession. "That was when Scott really became the glue that held this company together," says Mary Maertin. "He told Jeff and me that he would do whatever it took to keep the business going. His belief in this business, his determination - he put his heart in it. He was "all in" and he worked the emergency on-call service by himself for months until the economy started recovering."

When Jeff Maertin passed away unexpectedly in the summer of 2016, Mary shared leadership of the company with Scott, and his wife Jennifer joined the team. "It made sense for me to join the company to support Scott's aspiration of owning the company," said Jennifer.

Initially, Jennifer followed up with customers and provided and implemented marketing strategies. She says, "Once I got comfortable with customer follow-up, I learned people are really open to giving feedback. It's so great to hear the compliments and although it took longer to realize, it's great to hear the complaints. It's important to learn what we can do better to make our customers truly happy. It really envelopes what Maertin Heating is about."

With the retirement of Mary Maertin, Jennifer has taken on customer support, account management and community outreach while continuing marketing efforts.

Scott and Jennifer both hope to continue Maertin's family tradition. Scott says, "I am excited to bring my three boys into the business when they are ready, and teach them everything I know, whether they choose to pursue this line of work as a career or not."

Scott has led employee training and supervised the quality of Maertin Heating's work for decades and will continue to do so. He's also the office "techno geek", introducing smart technology to technicians and

customers, explaining how energy bills are lowered and comfort and convenience are improved with thermostats and equipment that can be controlled via smartphone apps and computers.

Now as President, Scott Maertin will also set the tone and vision for the future of the company. "Maertin Heating and Cooling will continue to grow and advance far above the rest, with 5-star quality and customer service, as we will accept no less. We'll hire and train exceptional, dedicated people. The future of this industry is trending towards complete customer comfort partnered with technology."

Maertin says, "We will continue to lead the way for the Lincolnway area - and look forward to becoming a household name in many more communities."

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