



CUSTOMER SERVICE GUIDE | SPRING 2023

— CELEBRATING — **90 YEARS**

WE'RE PROUD TO HAVE SERVED YOU SINCE 1933



**TOP
WORK
PLACES**
2022

THE PLAIN DEALER



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FAMOUS

SINCE 1933



Experience Our Culture

Gain insight on Famous' history, culture, customer support, and services at famous-supply.com/careers

Established in 1933, Famous Supply is a fourth generation family-owned company.

Famous specializes in **HVAC, Plumbing, Industrial, Building Products, and Training**. As a wholesale-only business, Famous Supply treats every Customer with a commitment to quality and personal service. We sell into the residential, commercial and industrial market segments for new construction, replacement, repair, remodel, parts and service. Famous' product offering gives our Customers opportunities to continue to grow.

Founder Hyman Blaushild's mission was to supply heating contractors in Cleveland, Ohio with the products, parts and services they needed to deliver comfort during frigid Northeast Ohio winters. What began as one branch on Woodland Avenue has grown to **31 branch locations, 3 distribution centers, 9 kitchen, bath, and home showrooms, and 19 Famous University classrooms**. The company has evolved into one of the industry's premier distributors of HVAC, Plumbing, PVF, and Building Products.

"When I think about where we are as a company, where we've been and where we're going, it's exciting because our future is bright. We respect our heritage and our tradition, and work to innovate and evolve. It's all about our people. Our people care and they're working as a team, and that makes it all worthwhile".

-Marc Blaushild, President & CEO

DISTRICT SALES & BRANCH OPERATIONS MANAGEMENT TEAM



Brad Abrams
Southern District
Sales & Operations

31 Years Industry Experience

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Central-East District
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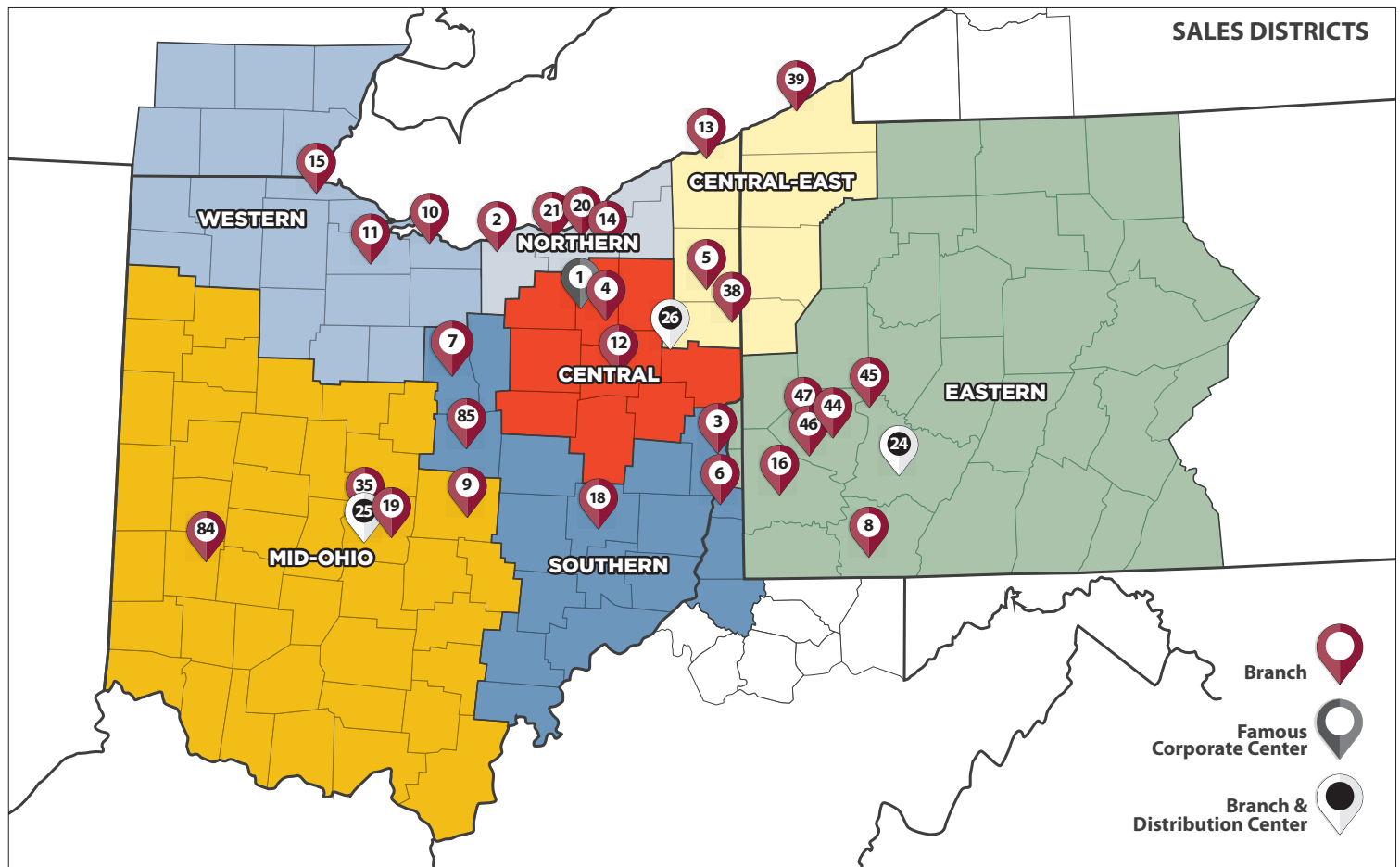


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Sales

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FAMOUS SUPPLY BRANCHES

BRANCH	BR #	BRANCH	BR #	BRANCH	BR #	BRANCH	BR #
Akron	4	Columbus East	19	Mansfield	7	Sandusky	10
Ashtabula	13	Columbus West	35	Melwood	44	Steubenville	3
Bedford Heights	14	Columbus RDC (DC Only Location)	25	Mount Vernon	85	Toledo	15
Bethel Park	46	Dayton	84	New Kensington	45	Uniontown	8
Byesville	18	Erie	39	Newark	9	Warren	5
Canton	12	Famous Corporate Center	1	North Hills	47	Washington	16
Cleveland East	20	Fremont	11	Pittsburgh - RDC	24	Wheeling	6
Cleveland West	21	Lorain	2	Sebring - CDC	26	Youngstown	38

CDC - Central Distribution Center – **RDC** - Regional Distribution Center



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PROUD TO SERVE YOU

CELEBRATING 90 YEARS

Even after 90 years, Famous continues to look towards improving and getting better at what we do. Brian Blaushild, fourth generation, says, "I truly feel we're as young of a company at 90 as you can possibly be. While we respect and take tremendous pride in our history, we're constantly looking towards the future with a focus on innovation and continuous improvement, so we can ultimately serve our customers better. Our purpose has been and will continue to be Building Meaningful Relationships for Life."



1920's

1922 Hyman Blaushild with his brother Bennie before he immigrated to the United States from Latvia to become a sheet metal contractor



1930's

1933 Hyman Blaushild founds wholesale distributor Famous Furnace on Woodland Avenue in Cleveland, Ohio



1940's

1946 At age 13, Jay Blaushild begins working as a warehouse and delivery associate at Famous Furnace's Cleveland branch



1950's

1950-56 Famous begins to rapidly expand. Adding five branches within a six year period



1960's

1960 Famous Furnace is officially renamed Famous Supply due to expanded offering of plumbing and building products



1970's

1970 Hyman Blaushild passes away and Jay Blaushild moves into role of President



1980's

1984 First NE Ohio Expo is held

1980-88 Famous Supply adds six branches and two showrooms within an eight-year period



1990's

1998 Famous begins investing in technology, purchasing computers along with an ERP system



2000's

2005 Central Distribution Center opens in Sebring, Ohio; Famous University is established

2006 Marc Blaushild moves into role of President and CEO



2010's

2014 Regional Distribution Center opens in Columbus, Ohio

2015-19 Regional Distribution Center opens in Pittsburgh, Pennsylvania; Launched Stream33, Bright33, Craft33 & Breeze33



2020's

2020-21 Branches open in Mt. Vernon, Ohio, Dayton, Ohio, and Erie, Pennsylvania

2022 Jay Blaushild passes away.

MEET OUR

EXECUTIVE LEADERSHIP TEAM

LEADERSHIP TEAM



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DISTRIBUTION CENTERS

DELIVERING OUTSTANDING SUPPORT

Northeast Ohio

Central Distribution Center

Famous Supply of Sebring | 350 Courtney Rd, Sebring, OH
330.938.6350

- 350,000 Square Feet
- +\$40 Million in Inventory
- +50,000 SKUs in Stock
- 25 Docks
- 3 Drive-In Doors
- 2 Overhead Cranes
- Pipe Inventory up to 24"
- Express Will Call
- Next Day Delivery
- Open & Operating 7 Days a Week
- Valve Actuation Center
- Backflow Training Facility
- Bradford White 24/7 Commercial Water Heater Delivery



John Shultz
Operations Manager

10 Years Industry Experience

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Columbus

Regional Distribution Center

Columbus Regional Distribution Center | 711 Distribution Dr, Columbus, OH
614.643.2377

- 160,000 Square Feet
- +\$15 Million in Inventory
- +19,000 SKUs in Stock
- 16 Docks
- Pipe Inventory up to 24"
- Will Call
- Next Day Delivery
- 3 Shifts (24/5)
- Bradford White 24/7 Commercial Water Heater Delivery



Matt Endicott
Operations Manager

8 Years Industry Experience

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Pittsburgh

Regional Distribution Center

Famous Supply of Youngwood | 72 East Hillis St, Youngwood, PA
724.404.4021

- 325,000 Square Feet
- +\$12 Million in Inventory
- +15,000 SKUs in Stock
- 16 Docks
- 4,000 Square Foot Counter Area
- Pipe Inventory up to 24"
- Express Will Call
- Next Day Delivery
- 3 Shifts (24/5)
- Engineered Product
- Famous University® Training Center
- Bradford White 24/7 Commercial Water Heater Delivery
- Knowledgeable and Experienced Sales and Technical Teams



Chad Miller
Operations Manager

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LOGISTICS TEAM | SEBRING



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CUSTOMER SUPPORT CENTER

PROVIDING FAMOUS SERVICE: 1.800.362.9532 Monday - Friday | 8am - 4:30pm



Paul Ratliff

Inside Sales Lead

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Famous Supply's knowledgeable and friendly team of associates specialize in Plumbing, HVAC, Building Products, Engineered Products, and Industrial & Mechanical PVF products.

Our Customer Support Teams allow your call to be transferred to the first available associate regardless of location. Our associates ensure that all of our customers receive world class service; processing your orders by telephone or online while offering you technical support and providing pricing, inventory, and delivery information. We are here to provide you with solutions so that you may better serve your customers.

ADMINISTRATION TEAM



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Cat Pearson

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Our Central Warranty Team has electronically streamlined the warranty claim process for our customers to ensure that claims are filed promptly, completely, and customer credits are processed quickly and accurately. We ensure that you, our customer, have the best possible experience with Famous. Our team has developed key supplier relationships with each manufacturer, which helps us facilitate your warranty claims more effectively and efficiently.

INSIDE SALES



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19 Convenient Training Locations + Online Classes

See back cover for more information

COMPREHENSIVE TRAINING THROUGH



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FAMOUS

UNIVERSITY

**TRAINING APPROVED BY STATE OF OHIO CEU, NATE,
& CITY OF PITTSBURGH**

FAMOUS UNIVERSITY® provides educational programs to professional contractors and their employees in the Business, HVAC and Plumbing industries. Our highly trained instructors have created an innovative curriculum that provides industry professionals with courses, seminars, training, education and technology to better serve you and help raise the standards in the fields we serve.

Course schedules are located online at www.famous-supply.com/training

Enrollment Options

A variety of affordable, customized enrollment options are available to best suit you and your company.

Instructors

FAMOUS UNIVERSITY® is proud to offer an exceptional team of qualified Instructors serving the HVAC, Plumbing and Business fields.

Business Training

Famous partners with our HVAC equipment dealers by offering business training support services.

FAMOUS UNIVERSITY® TEAM



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HVAC EQUIPMENT

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Elio Andreatta

Director of HVAC Products

36 Years Industry Experience

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Our HVAC Team is dedicated to helping customers find better business solutions by offering a wide selection of equipment, ancillary products and training. We are available to help dealers explore new business segments while providing high quality service and support. The group is committed to strengthening the Famous presence in the HVAC wholesale industry and creating consistent value for our customers and supply chain partners. The HVAC group provides sales, service, and business training to our dealer partners while managing our processes with integrity and the highest ethical standards.



HVAC EQUIPMENT SPECIALIST TEAM



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HVAC QUOTATIONS

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Coordinator

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Our HVAC Quotation Team is available for all HVAC commercial and residential quotations. Jim Harth and his team take ownership of all large plan specification and design build projects specifically focused on heating, ventilation and air conditioning.



HVAC QUOTATION TEAM



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Sales Support

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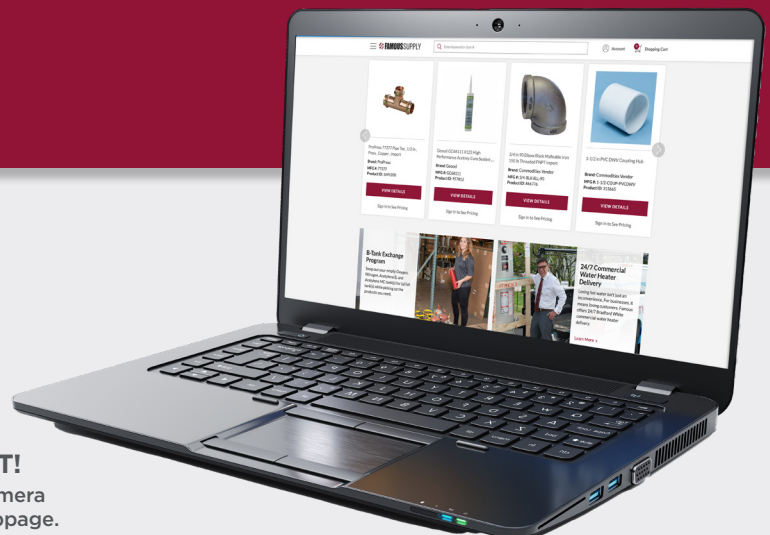
famous-supply.com

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- **FASTER CHECKOUT**



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WEBSITE ACCOUNT!**

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to scan and open the webpage.



PLUMBING

SPECIALISTS & SUPPORT: 330.475.8231



John Adams

Commercial Plumbing
Quotations Manager

31 Years Industry Experience

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Our Plumbing Team is dedicated to helping customers with quality products for residential, commercial, institutional, and industrial applications. Our knowledgeable associates are ready to help you be prepared for every service call, installation, and plumbing emergency. We carry a wide selection of in-stock products including water heaters, bathroom fixtures, pipe, repair parts and accessories.



PLUMBING QUOTATION TEAM



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Our Hydronics Support Team has decades of experience to serve you in the hydronic and steam heating industry. Our service provides the right product in the right application for the right installation in the most effective and efficient way. Our experienced team of hydronics and steam heating specialists will troubleshoot any existing hydronic or steam system, and update the system to make sure it is performing at the most optimal level.



HYDRONICS & WATER HEATING TEAM



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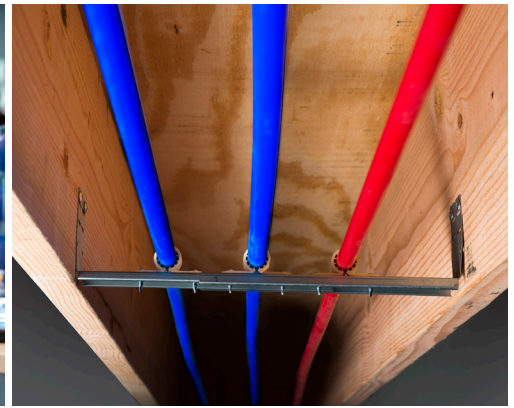
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PLUMBING SOLUTIONS FOR EVERY JOB.

Stream33 has everything AND the kitchen sink! From stop valves to tubular, faucets and bath accessories, we have everything you need to start and finish the job. Our mission is high quality plumbing products, priced right for our customers. Check out Stream33.com for the most up-to-date product offering and information.



Brady Rubin

Stream33 Product Specialist

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[Learn more at stream33.com.](http://stream33.com)



DESIGNER CABINETS WITHOUT DESIGNER PRICES.

Craft33 provides high quality all-wood cabinets priced right. We know what it takes to build an attractive, high-quality cabinet for every room. Our cabinets feature all-wood construction made of only the finest materials, and each cabinet is built to order right here in the USA by trained professionals.



Drenda Cloonan

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[Learn more at craft33products.com.](http://craft33products.com)



YEAR-ROUND COMFORT.

Breeze33 has a wide variety of HVAC products available for both home and office heating and cooling needs. Whether you need to take care of a hot or cold spot in an area or need to provide comfort to multiple rooms, Breeze33 has a versatile portfolio of products to meet your needs.



Matt Penn

Breeze33 Product Specialist

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Learn more at breeze33.com.



LIGHTING THAT CAN SAVE YOU MONEY.

Bright33 LED lighting is the energy-efficient solution for your lighting needs. Homeowners can use up to 80% less energy that lasts up to 25x longer than traditional lighting by switching to Bright33. Bright33 integrated LED fixtures come in a wide variety of styles to compliment an array of décor from traditional, transitional, and contemporary spaces.



Cindy Nunnari

Lighting Products Manager

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Learn more at bright33.com.



Famous is proud to be able to take a positive role in our communities. Together we provided 201,340 meals & supported 13 home repairs in the surrounding communities of OH, PA and WVA during 2022.



Learn more about our philanthropy efforts at famous-supply.com/famous-gives-back.

BUILDING PRODUCTS

SPECIALISTS & SUPPORT: 330.475.8233

Famous Supply is your wholesale distributor of high-quality building products and materials for residential, single and multi-family new construction and remodel. We offer an extensive selection of doors, windows, cabinets, counter tops, appliances, LED Lighting and even more related accessories to tie your project together.

Our Building Products Team is focused on enhancing the "Customer Experience" by providing superior customer service and offering a wide variety of products and training. Our team is available to assist you with kitchen and bath design, interior and exterior building products, and commercial/large project quotes. We appreciate the opportunity to assist you and work hard to provide a value that exceeds your expectations.



BUILDING PRODUCTS



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CABINETRY



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MULTI-FAMILY / MRO & PROJECTS

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Our Multi-Family Housing and Property Management Team specializes in new construction, renovations and MRO needs. We can help you with specifications, product options at various price points, design, layout, scheduling and coordination of your project from A to Z. Famous has one-stop solutions for HVAC, plumbing, cabinets, countertops, appliances, lighting, windows and doors. We have a great team in place that is ready, willing, and able to assist you!

MULTI-FAMILY SALES TEAM



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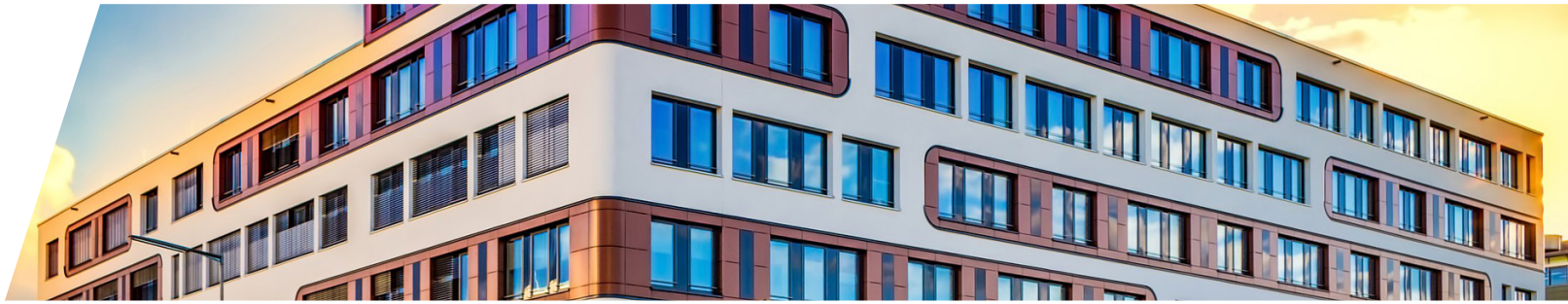


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37 Years Industry Experience

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Actuation & Instrumentation

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azima@famous-supply.com



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Actuation Specialist/Inside Sales

6 Years Industry Experience

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gmoore@famous-supply.com



Gary Boyes
Senior Actuation Specialist

22 Years Industry Experience

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gboyes@famous-supply.com

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 rwank@famous-supply.com



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 apersuitte@famous-supply.com



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 37 Years Industry Experience
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 jmolanick@famous-supply.com

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Rheia

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Insulated

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Tjernlund

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UEi

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Controls

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(Soft Start Kits)

ICM

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Maxitrol

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White Rodgers

Gas & Temp. Controls

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Zoning, Stats

Arzel Zoning

Zone Controls

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350 Courtney Rd., Sebring, OH 44672
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After Hours Emergency: 740-457-2436

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