Sheets Heating, Cooling and Plumbing Announces Service Area Expansion

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Fort Wayne, Indiana - October 07, 2025 -
Sheets Heating, Cooling and Plumbing today announced an expansion of its service footprint to include additional neighborhoods on the northeast side of Fort Wayne, with mapped coverage now extending to Hickory Grove. The update follows a review of routing efficiency, technician allocation, and parts staging intended to support consistent scheduling during high-variability weather. The company describes the rollout as a measured, operations-led change designed to align service availability with the way residential demand clusters across adjacent streets and subdivisions.

As part of the expansion, dispatch procedures have been revised to reduce deadhead mileage between calls and to synchronize technician routes with warehouse inventory availability. The company reports that these adjustments were modeled against historical travel times, traffic patterns, and seasonal service intervals to maintain predictable arrival windows. The plan includes cross-shift coordination that allows morning and afternoon teams to hand off open tickets when appropriate, with documentation standards emphasizing complete notes, verified model and serial records, and clear next-step recommendations.

Janie Vachon, speaking on behalf of Sheets Heating, Cooling and Plumbing, said the change is intended to

provide clarity for residents in the affected neighborhoods regarding who is assigned to their area and how scheduling proceeds from the initial request through completion. Vachon noted that the company reviewed technician certifications and equipment familiarity to ensure that personnel regularly assigned to the expanded area work on the models most frequently installed in those homes. ?Residents benefit when the first person on site is already familiar with common configurations in nearby properties,? Vachon said. ?That familiarity comes from repeated exposure to similar systems and documented service histories.?

The expansion includes HVAC Service in Hickory Grove as part of the company?s standard geographic delineation. This addition follows a review of builder records and age profiles for local housing stock, focusing on typical system capacities, thermostat types, and common airflow layouts. According to the company, the goal is to schedule appropriately equipped teams based on those characteristics, such as ensuring that vehicles carry gauges, sensors, and replacement components commonly used with heat pump and gas furnace pairings often found in the area.

Operationally, the company indicates that the expansion also affects warehouse practices. Parts with recurring use in the newly covered neighborhoods are slated for forward placement on shelves to shorten pick times during morning loads. Inventory checks will be synchronized with supplier deliveries so that restocking aligns with route start times, reducing the chance of re-dispatching a vehicle for a missed part. Technicians assigned to the new routes are expected to follow an updated intake protocol that standardizes how system condition is documented, including line set observations, filter sizes, and thermostat firmware versions where applicable.

In anticipation of colder temperatures, the company has reiterated internal procedures for defrost logic verification on heat pumps, inducer and ignition checks on gas systems, and condensate management in low-point areas prone to freezing. Vachon emphasized that the objective is consistent documentation rather than rapid case closure, noting that thorough notes support continuity of service if a return visit is required. ?Well-documented jobs help the next technician understand what was tested, what values were observed, and what conditions were present at the time,? Vachon said.

The company will monitor key indicators during the first weeks of the rollout, including on-time arrival rates, mean time to complete diagnostics, and parts return incidence. Findings will inform adjustments to staffing levels and route boundaries. Sheets Heating, Cooling and Plumbing notes that the service-area map will continue to be updated as neighboring subdivisions grow, with route planning reviewed when new streets open to through traffic or when local infrastructure changes alter travel times.

With the expansion in place, residents within the updated boundaries can expect scheduling to proceed

under the company?s standard intake and dispatch process, supported by technicians who regularly work in the same clusters of homes and who are assigned based on equipment familiarity, route efficiency, and documented service history trends.

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Sheets Heating, Cooling and Plumbing

Sheets Heating, Cooling & Plumbing is a family-owned HVAC and plumbing company in Fort Wayne, IN, serving the community for over 60 years. They offer residential and commercial services, with 24/7 emergency support.

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