

Package Unit Pros FAQ

Every now and then a company comes along that challenges the status quo. Every once in a while a company takes such a different approach to business that it changes the way things are done, stirs up competition, and sets completely different standards for its industry. This often results in a better product and service for all.

- 1) **What is so different about Package Unit Pros?** Most HVAC contractors try and do everything, from light industrial to large built-up systems, from unit replacements to design build, from single t-stats systems to pneumatics to DDC, from chillers to boilers to process piping, etc., etc. Package Unit Pros takes a completely different approach. We specialize. Our business is light commercial package units and related equipment up to 25-tons. Period.
- 2) **How does specializing translate into customer benefits?** Because we don't carry the large overhead associated with large tonnage equipment we can provide our customers with better trained technicians and offer a much more competitive rate.
- 3) **How is a Package Unit Pros Preventative Maintenance Better?** Our approach to your preventative maintenance is one of our most differentiating factors. The fact is most HVAC contractors use your preventative maintenance to generate income for themselves. Let me repeat that because it is very important. Most HVAC contractors use your preventative maintenance to generate income for themselves. Maintenances are bid low, either with too few hours or at a highly discounted labor rate. The maintenances include virtually no real "Maintenance" and are better described as inspections. Contractors use these inspections to generate repairs that in turn you pay for at a much higher labor rate. These companies know you will need to clean condenser coils, lubricate moving parts, clean condensate pans, etc. Only instead of including them at the artificially low maintenance rate, they charge you at a much higher repair rate.
- 4) **Can you provide an example of the savings?** Yes. For example, a Preventative Maintenance for a building with 9 package units with 18 filters from Package Unit Pros would be \$339 per maintenance. A competitors quote could be as little a \$250 per inspection. This would appear to be \$89 less than Package Unit Pros. However, Package Unit Pros includes condenser coil cleaning, biocide pan tabs, cleaning of condensate pans, cleaning of condensate traps and lines, lubrication of moving parts, tightening electrical connections, taking supply register temperatures and verifying t-stat operation. Just one hour of service for just one of these many items for just one of the 9 units and you are paying more to maintain your HVAC system than with Package Unit Pros. In reality, 9 HVAC units will generate an additional 18 to 36 hours of additional labor for maintenance work that is already included in a Package Unit Pros Maintenance. That's \$2,430 to \$4,860 more per year for the same maintenance!

- 5) **Why does Package Unit Pros provide a more comprehensive maintenance? Isn't it more profitable to do it the same way as other contractors?** In the short term it is much more profitable to provide a lesser maintenance and get more repairs and service calls. But Package Unit Pros profitability is based on what is called LTV, or Lifetime Value of a customer. We know it is much better to achieve a small profit over many years of service as opposed to a large profit in a short period. Our business model is based on customer retention and customer satisfaction.
- 6) **Do you have a 5-year warranty.** No. And you probably don't either. It sounds great but those extended warranties are only valid if the company that offers it is doing your maintenance. If you decide to use another contractor your warranty is gone. Every time you get a repair with a 5-year warranty you have to agree to what amounts to a 5-year service contract. And really, who's keeping track of all those warranties? Package Unit Pros warranties all repairs for the term of the manufacturer. But most importantly we back up all our work and everything we do with a simple satisfaction guarantee. If you are not satisfied with any job or any service at any time, you can cancel our maintenance agreement no questions asked, no 30-days written notice, no fine print.
- 7) **Can I get my invoices broken out to see labor and parts?** Absolutely. In fact we separate labor, parts and materials to assist you in seeing where every dollar is going. We don't have hidden charges in lump sum quotes and invoices.
- 8) **Do you have a truck or fuel charge?** We have a \$25 trip charge that applies ONLY to emergency service calls. There are no truck or fuel charges. Our entire fleet of vans are Ford Transits which helps us reduce fuel costs and eliminate the need to pass that cost on to you.
- 9) **Does Package Unit Pros use any field software?** We are one of the most technologically advanced HVAC companies you will find. We are 100% cloud based. All our technicians carry an iPhone (sorry Android fans) and iPad Minis. Dispatching, GPS, work orders, field reports, repair recommendations are all communicated from field-to-office and office-to-field in realtime. All communication is logged and time stamped and available in our history reports. Customer signatures are captured in the tech's iPad and invoicing is available in email and PDF format eliminating all need for paper.
- 10) **What is Package Unit Pros response time?** Our normal response time is same day service. Our average response time is under two hours. Because we specialize in one area of HVAC, package unit facilities, we are more likely to have a qualified technician near your facility than companies that cater to numerous types of equipment and facilities.

- 11) **Do Package Unit Pros technicians get paid commission?** No. We believe that providing a financial incentive to technicians to sell repairs and parts is never a good idea. This can lead to repair recommendations that may not be necessary and parts being replaced prematurely.
- 12) **So if Package Unit Pros can provide me a much better PM service and cut my overall HVAC budget by as much as 30%, why would I continue to do business with any other contractor?** We have no idea.

A Package Unit Pros Maintenance includes what you would expect in a maintenance, cutting costs and reducing service calls.

Replace all air filters (MERV 7 pleated or better) at least twice a year
Verify that economizer dampers are set and operable
Inspect contactors and related electrical
Inspect evaporative coils
Verify that heating/cooling systems are both operable
Check refrigerant and compressor oil levels at sight glass
Check and adjust all operating and safety controls
Verify proper operation of compressor(s) and motor(s)
Check all exterior ductwork for air or water breaches
Secure all unit panels
Check and adjust alignment and tension of all belts
Change belts as required at time of maintenance
Inspect and lubricate blower bearings as needed
Inspect and tighten electrical connections
Clean condenser coils
Clean condensate drain and trap
Clean condensate pan
Add biocide pan tabs
Ensure proper condensate drainage to roof drain and clear of debris
Check thermostat operation
Take supply register temperatures



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