

Dernook درنووک Air Conditioning

Offers the Coolest Services in the Kingdom...

Amana
Heating & Air Conditioning

ARMSTRONG
AIR
There's comfort in strength

Advance
Auto-Aircon
SPECIALIST

Whirlpool

Midea

AQUA AIR
MARINE AIR CONDITIONING
SYSTEMS

SHARP

GREE

SANYO

HITACHI
Inspire the Next

YORK
It's time to get comfortable.

Young & Sons

Visteon

Zamil
Air Conditioners

SAMSUNG

Haier

TOSHIBA
Leading Innovation >>>

UNITED
CoolAir

TRANE

Panasonic
Air Conditioning Specialists

FUJITSU
AIR CONDITIONING

Carrier

SNELL
Heating & AC

Rheem

Payne

MITSUBISHI
ELECTRIC
AIR CONDITIONING SYSTEMS

LG

RUUD

AIRNOW
HEATING & AIR CONDITIONING

TOTAL
COMFORT
Heat/Air Conditioning • Electrical • Propane Gas • Plumbing

AIR-CON

GE

SM Air
A/C & Heating

CoolMaxx

bryant
Heating & Cooling Systems

Breezair
NATURALLY COOLER

DC INVERTER

DAIKIN

Riyadh

Jeddah

Eastern Province

Building No. 8872 | Zipcode 32233 | Additional No. 2489 | Dammam | Kingdom of Saudi Arabia
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COMPANY DESCRIPTION

DERNOOK HVAC/R offers fully comprehensive and progressive HVAC/R solutions for clients in the Residential, Industrial, Commercial, Governmental and High-rise Residential Sectors.

COMPANY PROFILE

DERNOOK HVAC/R is a privately owned enterprise with a tradition of excellence in selling, installing, and maintaining climate control and mechanical systems. We are fully licensed and insured to provide high level support to our customer base, which ranges from residential, commercial, and industrial accounts. We have expertise in supporting systems from all manufacturers, and consistently train our staff to stay up to date on all new products and services in our industry.

We always work hard to exceed the expectations of our clients. Whether it's a homeowner experiencing issues with their indoor climate, a business owner requiring his facility or products remain temperature controlled, or a builder looking to architect the necessary mechanical systems of a proposed structure in the blueprint stage.

We opened our doors in 2007 and have built our business around our namesake and company focus. We will work with you through every phase of your job, from consulting & upgrade planning, to design, sales & installation, as well as ongoing support. Our methodology, work ethic, and attention to detail has proven to be a model for success in keeping our customers loyal, as well as bringing DERNOOK HVAC/R to the forefront of the HVAC/R service industry in KSA.

The company's ethics are totally linked and associated with the company's business mission and vision. Therefore the ethics of the company is to strive towards our customers' requirements and to be totally honest and reliable in all aspects of the company's work, dress, appearance, appeal, products that are being supplied, and to be totally professional at all times.

DERNOOK HVAC/R has gradually grown to be the preeminent designer, supplier, installer, servicer and repairer of Ventilation and Air Conditioning systems (HVAC/R). We focus on international quality air-conditioning and refrigeration units for industrial, commercial and residential use.

OUR VISION

To be the leading distributor and repairer of Ventilation, Air Conditioning (HVAC/R) and refrigeration systems and allied products in the Kingdom and within the GCC region by the year of 2018.

OUR MISSION

DERNOOK HVAC/R mission is to provide innovative, practical and top-quality services that save time, money and improve the way building services operate. We believe our first responsibility is to the customer who uses our services.

OUR VALUES

To conduct our business with honesty and integrity to develop a sustainable mutually beneficial relationship with our clients and suppliers to achieve sustained growth and profitability.

AREAS SERVED

DERNOOK HVAC/R is headquartered in Dammam, EP. We maintain the majority of our residential customer base from West of Arabian Gulf to the Red Sea borders. Our footprint expands beyond that for commercial and industrial work.

We are available for support requests 24/7. Our objective is to offer on-site support within 24 hours to new customers, with priority service reserved for our existing and contract clientele.

IMPLEMENTATIONS, INSULATIONS AND SERVICES

1. Mini Split Units.
2. Package Units.
3. Central Split Units.
4. Chilled Water Systems.
5. Concealed Units.
6. Annual Maintenance Contracts.

OUR UNDERSTANDING OF MAINTENANCE SERVICE

DERNOOK HVAC/R is a unique organization that has developed a true proactive approach to HVAC/R maintenance which includes providing our service technicians with the appropriate amount of time to effectively perform all required maintenance tasks to keep your system efficient, reliable, substantially reduce costly breakdowns and extend its life expectancy.

We believe it is not reasonable to service equipment on a minimal basis with the intent of making a profit on an emergency call due to equipment failure. This traditional form of reactionary HVAC/R maintenance has shown to increase a facility's owning and operating costs while being unpredictable and difficult to budget for.

DERNOOK HVAC/R utilizes a computerized tasking system which records, stores and provides us with the information we need to perform the proper maintenance tasks for your system. Our service representatives have access to the best technical support and training, and we have national account purchasing power for parts, materials, equipment and supplies.

DERNOOK COMPANY HISTORY

DERNOOK HVAC/R provides a system of technical procedures and operational best practices that help our clients protect their assets, save money, and reduce risk. Our Code of Ethics guides us in our commitment to our customers, quality of service, our local community, the environment and our employees.

TESTIMONIALS

"I have used DERNOOK HVAC/R for multiple projects and support in both my business and my home. They have upgraded my A/C systems, managed propane conversions, and each project has gone flawlessly and stayed within the time and budget they projected. Having used many service vendors over the years I will say I am thrilled to have finally found an honest, reliable, and well-priced team and will highly recommend them to anyone who is looking for the same."

Kumar, Rajesh [Tubular Products] / Business Owner / AMTPJ, EP

MARKET ANALYSIS

Our principal product consists of quality Services and Maintenance to Central Plant Ventilation and Air-conditioning installations, contracting to larger organizations that concentrate on installations and construction. The area of the biggest growth in the Air conditioning construction and maintenance market is in the area of individual units like Concealed and Package units, for which we've established service teams to cater for this requirement. Responses from our customers indicate that our service enjoys an excellent reputation and we fully intend to continue this trend. Enquiries from prospective customers suggest that there is considerable demand for our services. Relationships with leading OEMs (Original Equipment Mfg.), retailers, manufacturers and distributors substantiate the fitness of DERNOOK HVAC/R for considerable growth and accomplishment in our industry/area.

IN DOING THIS WE ARE GUIDED BY THESE CORE VALUES:

- **Superior Service:** We place customers at the center of our activities and our quest to satisfy their needs which drives everything we do.
- **Teamwork:** Our biggest and most important resource is our people and we put together the diversity of our skills to achieve success.
- **Reliability:** Our commitment to service is embodied in our belief in the ISO 9000 family of quality standards, which we will use to ensure continuous improvement of both our customer service and product offering.
- **Innovation:** We continuously seek new ways to add value to our stakeholders' business, be they customers, employees or suppliers. We believe in win-win relationships.
- **Professionalism:** We live by a results oriented culture. Ethics, fairness and honesty are the hallmark of our business relationships.
- **Excellence:** We are determined to keep walking the road of ISO 9000 quality standards to continuously improve our customer service and product offering.

DERNOOK HVAC/R team enjoys an established record of accomplishment of excellent service for our customers. Their expressions of satisfaction and encouragement are numerous, and we are continuing our advances and growth in the property services marketplace with more unique and effective services.

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ABOUT DERNOOK

Dernook Air Conditioning, Ref. & Maintenance Co. is one of the unique companies in the air-conditioning field in all K.S.A areas, that's in favor of its commitment to laying valuable long lasting working relationships with its customers through its commitment with the highest levels of quality and special services. All of this in order to meet the needs of its customers in the best ways through its knowledge and international experience in the air-conditioning field for different types and sizes including: mini split units, package units, central split units and chilled water system.

This is by the excellence of its highly qualified and experienced working group from administrators, engineers to technicians. In addition, we are using the best material and spareparts for the biggest international and local companies with the use of the most appropriate equipments and tools for the greatest and most important projects.

The first concern and goal of Dernook is the satisfaction of its customers to reach the highest number of accounts such as: owners of personal villas, commercial and industrial projects, governmental sector projects, contracting and local companies, and MNCs.



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