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### **Exceptional Best-In-Class HVAC Outsourcing**

- One source solution for all locations “Nationwide”
- Superior technical ability and professionalism
- Trained dispatchers 24 hours a day
- Polite and knowledgeable staff
- Prompt, courteous and dependable service
- Productive and reasonable rates

### **ARPA Delivers!**

- ❖ **Essentials:** Having your HVAC systems repaired or replaced just is not good enough anymore. Customers want and need to know the fundamental condition of their equipment to proactively plan budgets, both for maintenance and capitalization costs. Let ARPA help you achieve this goal. We are a one of a kind company.
- ❖ **Efficiency:** Means you are prospering, your company achieving its goals. With your comfort systems in poor repair, your attention is diverted from your business to trusting financial concerns with cost effective repairs or replacement costs. ARPA doesn't look at our clients as one entity. We treat each location and each piece of equipment separately to give you the best possible service available with our trained knowledgeable list of service providers. ARPA follows up with in 24 hours of service prep to document the repair and cost. If any repair exceeds a predetermined authorized amount ARPA delivers a full explanation and quote with digital pictures to help you understand your equipment concerns. Our PM services come complete with detailed equipment lists including equipment pictures and professional recommendations.

ARPA delivers the confidence to select us as your HVAC service provider and legitimize your cost savings to free your staff's time to do what they do best. Being able to budget your service to include your PM Service along with capitol expenditures for planned unit replacements is our specialty.

### **ARPA guarantees unparallel customer satisfaction.**

ARPA is devoted to providing prompt, professional and courteous service that is second to none. We strive to be the best in the business. ARPA will work with you to customize a HVAC service, maintenance and replacement program that fits your needs, exceeds your expectations and ensures your customers and employees a comfortable environment.

Every day more and more facility managers go to work knowing that their heating, ventilation and air conditioning (HVAC) systems will be the least of their worries. Why? Because they know that ARPA has everything under control, so you have more time to worry about other matters.

ARPA offers you:

Comprehensive planned maintenance and 24-hour repair services

A reliable, national network of the most highly-skilled HVAC professionals in the industry

Standardized performance coast-to-coast

Responsive 24/7/365 call center with state-of-the-art Internet accessible reporting on service call status, repair histories and more

Business knowledge and HVAC expertise to help you improve efficiency, save energy, and reduce operational costs

Customized invoicing

Customizable PM Agreements

You can rely on the expertise of our thoroughly trained technicians to keep your HVAC systems operating at their best.

ARPA delivers a single point of contact to a dedicated team of professionals. Meaning: Your store location calls, wherever and however many that may be, anywhere with in the United States and Canada. You call ARPA, with in 24 hours or less, a certified HVAC/R technician is on site diagnosing and repairing your system. A one call center for all of your HVAC/R needs.

### **More reasons to use Arpa:**

- ARPA offers you the ability to actually “log into” our system, to check on the status of your repairs at any time.
- You can also input your service call into this system, or call into our dispatcher for that personal touch or just to ask a question.
- ARPA offers customizable invoicing to meet your needs and criteria. Then billing is done wirelessly. Totally paperless!
- As an HVAC Company ourselves, we pride ourselves in your 100% complete satisfaction, *it is guaranteed.*
- ARPA is just not a run of the mill outsourcing company; we are a licensed, certified HVAC Contractor that knows this business.
- By outsourcing thru ARPA you will see the benefits of reduced downtime, along with equipment repair, utility savings and prolonged equipment life.
- Quality reports with detailed equipment lists with conditions of every unit.
- Standardized levels of service.
- No invoicing without prior authorization, or without pre approval. No surprises.
- Customizable PM Agreements to fit your budget and unit/location criteria.
- 24 hour response time for service.
- 4 hour response time for an emergency.
- Activity reports customized to show you the information that you want to see and know.
- Contracts with major temporary cooling companies to get you spot cooling if needed.

Call today for more ways and so we can show you why to use ARPA.

**Bruce Norman**

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