

“So you tell me:
Does investing
[in] and using
technology pay
off? The answer for
me is yes!”

- Jeff McCrary,
Vice President

Profile

Colorado Climate Maintenance, Inc. specializes in commercial maintenance, service, and replacement of HVAC equipment and controls. They manage and provide solutions for HVAC systems in large office buildings, schools, medical and manufacturing facilities, banks, medium-sized retail buildings, and multi-family residential buildings.

Challenges

In October, CCM was asked to perform a due diligence inspection on 75 RTUs (rooftop air handling unit) at Arapahoe Commerce Center. The request came in on Friday afternoon around 4 p.m. and the prospective new owners had only a few days before the potential closing of the property. The prospective new owner asked for a complete list of equipment with age and condition, as well as the cost for any repairs or replacement, if needed, and they wanted it by Wednesday morning.

Solution

CCM jumped through hoops and scheduled three technicians to perform the inspection on the RTUs. The technicians used Encore’s Wireless Forms feature to provide a complete evaluation of each unit for the owner within three days of the initial request. The quick response assisted the prospective buyer (now the new owner) in reducing the purchase price of the property by \$395,000 and allowed the new owner to set aside this money to replace many of the RTUs which were nearly 30 years old.



Benefits

On Friday, the service manager met with the new property manager to discuss the condition of the RTUs, and all maintenance and replacement options. The result was a signed proposal for a \$26,250.00 maintenance deal, pending negotiations.

This is a great example of how having the proper system — like Encore — in place, along with a team ready to provide the stellar services, can pay off big!