



CUSTOMER SUPPORT SERVICES

2018 POLICIES AND PROCEDURES



301.670.0044

SUPPORT@HVACC.NET

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WORLD-CLASS SUPPORT

It is the goal of HVAC Concepts to at all times provide **World-Class Support** to our customers. This means we will constantly strive to pre-emptively and efficiently resolve the issues of our customers. Ensuring our highest levels of customer support demonstrates how much we value our customers' business.

Our specific strategies designed to reach this goal are detailed below.

Customer Satisfaction

It is our goal to ensure that our customers are 100% satisfied with our work and support. This will be reflected at all times by our actions and our attitude towards our customers.

Communication

We are cognizant, at all times, that our customers only know what we tell them. If we're not keeping you informed of the status of our work it may seem that nothing is being done. We will provide efficient and regular communications to our customers.

Empathy and Compassion

In every situation, we exude sincere empathy and compassion for our customers' issues and desire to resolve their problems. We are here to help and do everything we can to quickly, responsibly and efficiently resolve problems.

Professionalism and Courtesy

We will, at all times, demonstrate a professional, polite and friendly attitude towards our customers. We want to make our customers feel at ease and confident in our ability to efficiently and effectively resolve issues.

Proactive

We are constantly seeking opportunities for improving processes and procedures for resolving potential customer issues. We much prefer proactively determining pre-emptive ways of resolving issues, rather than reacting to them.

By keeping a focus on these ideals and improving our support services, we will create happier customers, and an overall improved environment for our business and our employees.

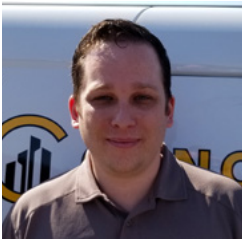
Customers may contact our Customer Support Center by calling **(301) 670-0044, ext. 1** or sending an email to: support@hvacc.net.

WORLD-CLASS TEAM



Tim Cramer is the Operations Manager of the Service Division.

Tim's role is to coordinate and lead all of the team members of HVAC Concept's customer services, support and monitoring and to create and maintain a unified plan for the team to follow. Tim has over a decade of experience in management, building maintenance, HVAC and controls. Tim is passionate about technology, customer service, and leading a successful team.



Brian Turner is our Application Support Supervisor.

Brian heads up our Application Support Team focused on troubleshooting programming issues with a customers automation systems. Brian is a former Navy submarine mechanic with a wide range of experience including maintaining water chemistry, troubleshooting low-voltage communications, rebuilding steam valves, and working on seawater heat-exchangers. Brian is a hobbyist in electronics and computer science.



Quaye Barden is our Technical Support Supervisor.

Quaye oversees the Technical Support Team, ensuring that all service call requests are handled appropriately, to customer specifications, and to their satisfaction. Quaye has over a decade of Building Engineering experience with responsibilities that have included running two Class A high-rise buildings and he has extensive mechanical experience.



Rob Reese is our Field Service Supervisor.

Rob's role is leading, mentoring, and coordinating our team of Field Technicians. Rob joined HVAC Concepts with over two decades of experience in the HVAC Controls industry, both in programming and field work. He enjoys the fast pace environment of the Support Center, the close interactions with customers and their properties he maintains.



Chandra Metz is our Customer Service Representative.

Chandra's role is designed to integrate technical support, accounting, and sales relations with customers in a positive, professional and friendly manner. Throughout her diverse work history, Chandra has striven to adhere to high quality and performance standards with a laser-focus on hospitality and service.



Dannielle Conte is our Administrative Assistant for the Service Division.

Dannielle is responsible for invoicing, as well as many internal processes, and is the best contact for any issues related to billing. Dannielle has 5 years of administrative experience and over a decade of customer service experience.

SUPPORT CENTER

Mission

To facilitate better control and response to issues at customer sites, the HVAC Concepts Support Center alerts customers of any received alarms according to the service parameters provided to us. Additionally, we are a 24/7 Call Center, providing phone support and resolving service issues.

Alarm Parameters

Alarm parameters are the rules by which the site reports alarms to our Support Center. For HVAC Concepts designed sites, these parameters are shown on the “Alarms” tab for a given page. These parameters are intended to be controlled by the customer to custom suit their individual site needs. Each alarm may include any or all of the following:

Alarm Set Point/Differential – This is an established value or differential which will trigger an alarm if the compared value goes above or below it. For example, this may be 40 degrees for discharge air temperature from an AHU to trigger a low temp alarm. If a differential is used, the alarm will be triggered if the sensed temperature differs from the control set point by more than the value of the differential.

Alarm Delay – This is a time delay for the alarm to generate to the Support Center. Again using our AHU example, if this were set to 15 minutes, the AHU would need to be discharging below 40 degree air continuously for 15 minutes before the alarm would generate to the Support Center.

Alarm Reset Differential – This is an offset from the alarm value to allow the alarm to reset. For example, in the AHU low discharge temp given in (a), if this value were set to 2, the alarm would not reset until the discharge temp went above 42 degrees.

Alarm Reset Delay – This is a time delay for the alarm to reset. Using our AHU example, if this were set to 10 minutes, the AHU would need to discharge air above 42 degrees for 10 minutes continuously before the alarm reset.

SUPPORT CENTER

Contact Parameters

Contact parameters are a strict set of guidelines established about how our monitoring staff contacts a customer with any received alarms. The contact parameters are intended to be custom-suited to meet customer needs and to ensure that the alarms customers want to receive are delivered to the people they want immediately after the alarms are generated. Our monitoring staff is instructed to strictly adhere to these parameters and are specifically not to make “judgment calls” or in any way defer from agreed procedures.

Types of Alarms Reported – You may choose which alarms you want to receive contact for and which you don't. You tell us which alarms are important and require immediate contact and which ones don't.

Contact List – You provide a list of people to us who you want contacted in the event of an alarm. This should be a sequential list based on priority for who should receive alarms. The preferred alarm contact would be 1 on the list, and other contacts will only be tried if number 1 cannot be reached.

Type of Contact – This is where you tell us how you want the people on your list to be contacted. This can be a phone call, an email, or both. Some customers elect to have emails sent to all of the people on the contact list.

Changes to Contact Parameters

At the inception of a monitoring contract, and at any point thereafter, you the customer may make changes to our contact parameters.

Permanent Changes - Over time, you may decide that certain alarms no longer need to be reported and/or the contact list needs to be changed. If such changes occur that are to be permanent, please let us know in writing and we will change our parameters.

Temporary Changes - Additionally, temporary conditions at a site can be cause for non-permanent changes to our contact parameters. For such instances, our team generates “flag notes”. These flag notes appear as bright yellow notifications to our Support Reps, alerting them of any temporary conditions. Any time you wish for us to temporarily disregard a given alarm, avoid contacting a specific person on the contact list, etc. simply let us know and we will create an appropriate flag note. Any time a flag note is generated, the Support Rep will ask for a timeframe. Once this given timeframe elapses, the flag note disappears and we return to our normal alarm parameters.

SUPPORT CENTER

Phone Support

Our Support Reps are available 24/7/365 to respond to any questions you may have regarding the control of your site by calling **(301) 670-0044, ext. 1**.

Service Requests

Over time customers may have issues related to problems with programming or control hardware that has become faulty or worn out. If such an issue is suspected, customers may contact our Support Center by calling **(301) 670-0044, ext. 1** or sending an email to: support@hvacc.net. As soon as a service request is received, a task is generated internally and the following procedure is followed for all service requests:

Initial Troubleshoot and Triage – The first step in our process is for all tasks to be reviewed by our support team. We take an initial look at the task and resolve at first contact if possible. If not, the task is escalated to either an Application Engineer to investigate the programming or schedule a Field Service Technician to verify hardware.

Application Engineer Review – The vast majority of service tasks will immediately be assigned to an Application Engineer. This team member is tasked with troubleshooting the issues reported and determining the cause in the programming of the site. This is done remotely from our office by connecting to the site's control system over the internet. Often, tasks can be resolved with programming changes and this is the end of the line for service. In some cases, however, the programmer will deem the task requires field service.

Field Service Dispatch – This is generally the last step of a service request and is only necessary in specific instances. This is when a technician is sent out to the site either to repair or replace the physical components of the control system or to work with a programmer to troubleshoot issues and report physical changes that a programmer cannot see remotely.

Questions

For any further questions or support, contact our Support Center by calling **(301) 670-0044, ext. 1** or sending an email to: support@hvacc.net.

DOMESTIC HOT WATER POLICY

In an effort to protect the safety and well-being of our customers, HVAC Concepts holds a policy of keeping domestic hot water temperature set points at or below 120 degrees. Domestic temperatures above this level can be potentially hazardous and even at 120 degrees exposure of only 5 minutes can cause a third-degree burn in a child.

If a customer requests a set point change of above 120 degrees, or in the process of monitoring and service, we discover a site that has a pre-existing set point or is otherwise maintaining over 120 degrees, we will warn the customer of the risks of such a condition, and require written authorization.

Authorization for potentially unsafe changes must be provided on the customer's company letterhead with the name of the property, name and title of the person authorizing, and the desired set point.

A written warning will be provided to the customer in cases where pre-existing unsafe conditions are discovered.

Furthermore, we will not **create flag notes** to disregard High Alarms for Domestic Final Temp without written consent. This can potentially lead to even more significant injury should a temp get extremely high and proper notification is not made.

In both cases of new changes requested, and pre-existing conditions found, the customer will be provided with a copy of this policy as well as the document '*Approximate Times and Temperatures Causing A Third-Degree Burn*'. (See next page.)

While it is not the obligation of HVAC Concepts to guarantee that all of our customer's buildings are run in a safe manner, we hold our customer's safety in the highest regard and provide this safety check of our own volition.

For more information regarding this policy, please contact our Support Center by calling **(301) 670-0044, ext. 1** or sending an email to: support@hvacc.net.

DOMESTIC HOT WATER POLICY

Approximate Times And Temperatures Causing A Third-Degree Burn^{13,14,15}

TEMPERATURE	ADULTS	CHILDREN 0-5 YEARS
	skin thickness of 2.5 mm	skin thickness of 0.56 mm
160°F	1 second	0.5 seconds
155°F	1.5 seconds	1 second
150°F	2 seconds	1.5 seconds
145°F	3 seconds	2 seconds
140°F	5 seconds	3 seconds
135°F	15 seconds	4 seconds
130°F	35 seconds	10 seconds
125°F	3 minutes	2 minutes
120°F	10 minutes	5 minutes
100°F	Safest Water Temperature for Bathing	

Information gathered from:

¹⁴Hot water burn and scalding graph. (2004)

Retrieved June 20, 2005, from Hot Water Burn Prevention and Consumer Safety Web site:
http://www.accuratebuilding.com/services/legal/charts/hot_water_burn_scalding_graph.html.

¹³Christophersen, Ph.D., E.R. (2004). Burn safety: hot water temperature.

Retrieved June 20, 2005, from Pediatric Advisor Health Library Web site:
http://www.fairview.org/healthlibrary/content/pa_hotwatr_hhg.htm.

¹⁵Scalds: a burning issue. (n.d.). Retrieved Aug. 10, 2005, from <http://www.ameriburn.org>.

EMERGENCY SERVICE POLICY

It is the goal of HVAC Concepts Services Division to resolve every service request as quickly and effectively as possible, and in the order requests are received. From time to time, however, urgent issues may arise at a customer's site which requires expediency and prioritization over pre-existing, but less urgent issues.

Often this evaluation is done in-house without a request by a customer. HVAC Concepts prioritizes calls regarding plant failures, JACE failures, or large scale network failures. However, for reasons unknown to HVAC Concepts, issues that may be perceived as minor may hold great urgency or importance to our customers. For example, a single, overly warm room may not be seen as a high priority, but if that room is a conference room where a board meeting is to take place in one hour, it might be a priority to a customer.

For this reason, we offer our customers the option to request Emergency Service. When emergency service is requested, the task is escalated within our system and an "Emergency" priority is assigned to it, bringing it to the top of our task queue. Our normal procedures for tasks are followed (initial review and possible escalation of task by a monitoring staff), but in an expedited manner. Every effort is made to address the request as top priority with the ultimate goal of resolution within 24 hours.

Emergency Service is billed at an overtime rate (1.5x the standard rate). If the service takes place outside of normal service hours, it is billed portal to portal like a standard overtime call.

Because it is our goal to address our customer's issues quickly and effectively, HVAC Concepts reserves the right to waive any additional fees for emergency service in the case of urgent tasks that can be addressed during normal service hours. This is a courtesy and evaluation is to be solely at HVAC Concepts' discretion.

Fast, reliable service is our goal for every service call at HVAC Concepts. Our Emergency Service achieves that goal by appropriately addressing urgent issues with the appropriate prioritization. It is an elective service and may be requested by the customer at any time.

To request Emergency Service, contact our Support Center by calling **(301) 670-0044, ext. 1** or sending an email to: support@hvacc.net.

SITE INFORMATION DISCLOSURE

In order to protect any sensitive information about our customers, HVAC Concepts follows strict guidelines as to who we will distribute information to regarding the services we provide to our customers.

What Information We Protect

Any information relating to a customer's site(s) and the services provided to our customers. Some specific items included are listed below. Additional items may be included at a customer's request.

- Service Contract Details
- Contract Status
- Alarms Histories
- Data Trends
- Contact Lists
- Addresses
- Flag Notes
- Current Settings
- User Access

Who Has Access to Sensitive Customer Information

The only people HVAC Concepts provides information to are the authorized customer site contacts. This excludes anyone authorized to receive information from an authorized site contact. Information may be provided to a site contact to provide directly to a third party themselves.

In the event that an authorized site contact insists that HVAC Concepts provide information directly to a third party, we will require written authorization in the form of an email or letter. A task will be created noting who was provided the information, what information was provided, who authorized the approval and where to find the original written approval.

More Help

For more information regarding this policy, please contact our Support Center by calling **(301) 670-0044, ext. 1** or sending an email to: support@hvacc.net.



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