



McCARL'S
SERVICES INC.

Commercial & Industrial

HVACR

Since 1946

mccarls.com

SERVICE – A PASSION OF OURS FOR 70 YEARS

Celebrating 70 years of success in delivering building owners and managers better financial performance from their buildings through the reduction of owning and operating costs.



A MESSAGE FROM OUR PRESIDENT

McCarl's was founded in 1946 by my father, Foster McCarl Jr., whom after honorably serving his country, was looking for a way to support his young family. With an entrepreneurial heart, and a \$4,000 G.I. Loan, Foster started a small residential plumbing, heating, and air conditioning company.

The first years in business were difficult, but Foster's persistence and motto of doing "what was right for the customer" led the company from a one man operation to a period of tremendous growth. By the 1980's, McCarl's name was known coast to coast, as the company grew to one of the 20 largest mechanical contractors in the country, with hundreds of employees, and a reputation for delivering some of the most technically complex projects.

In 1972, our service division was launched in order to provide ongoing support to our customer base for the systems we installed. Our service team has grown to become one of the largest in the area. Today, McCarl's serves many of the Tri-State areas largest companies for all of their HVAC needs; focusing on proactive maintenance, equipment replacement, energy projects, and turnkey design-build. Year after year we have led our industry with our technical capabilities and a focus on serving our customers. We thank all our clients, both past and present, for their support and confidence in our people; and we look forward to our next 70 years of service to the Tri-State Area.

Sincerely,

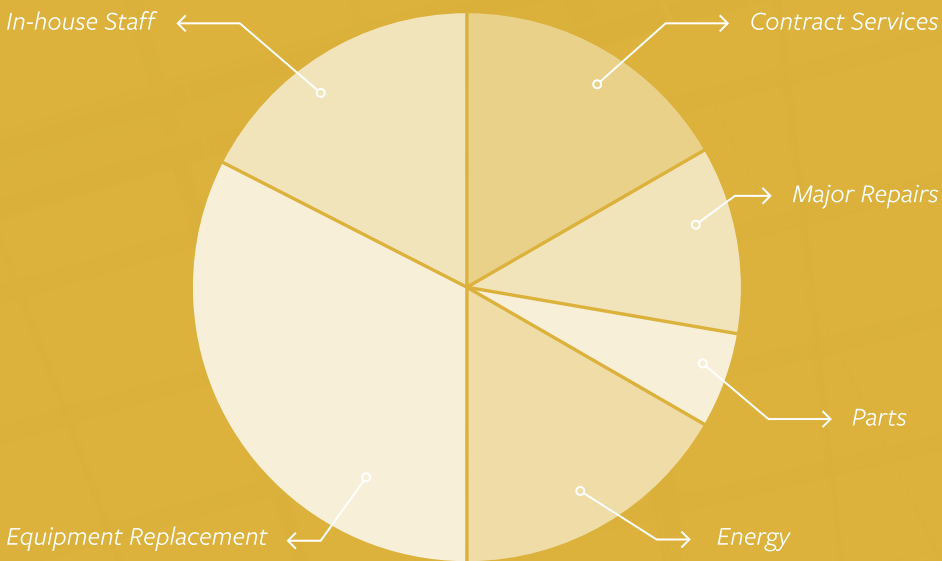


Kevin A. McCarl
President

HVACR SERVICES

WHAT DO WE DO?

- **Work with clients to determine what their current building systems are costing them to operate**



- **Provide recommendations on ways to reduce these operating costs**
- **Implement these recommendations and maintain the building systems to ensure historical issues do not reappear**
- **Assume risk and responsibility for equipment operation and breakdowns**
- **Review building systems annually with our client to maintain peak performance**

YOUR BUILDING'S HVAC SYSTEMS ARE RESPONSIBLE

*FOR UP TO **60% OF YOUR ENERGY BILL***

OUR SERVICE PROMISE

- An experienced dispatcher personally takes your call
- Response time of 24 hours for non-emergency, 4 hours for emergency, and 2 hours for critical buildings
- Technician arrival on time as promised, with history of last 10 site specific service visits at his finger tips
- Prompt attention to your concern, correctly diagnose the issue, and perform the repair quickly
- Our experienced purchasing department procures necessary parts as quickly and cost effectively as possible
- Verbal explanation by technician of call resolution and any recommendations for improvement
- Service report is sent via e-mail immediately upon the technicians departure

WHAT WE SOLVE

High energy costs

Our maintenance procedures ensure your equipment is running at peak efficiency thereby eliminating unnecessary energy usage and reducing your energy bills

Equipment downtime

Your downtime from breakdowns is limited by using experienced technicians, performing proper maintenance tasks, and utilizing a proactive scheduling system

Repetitive breakdowns

Our technicians are extensively trained to correctly troubleshoot an issue the first time, avoiding the cost and headaches caused by repeat breakdowns of your equipment

Poorly designed/functioning systems

Your account is managed by an engineer who will provide advice and design services for your equipment upgrades and system improvements at no cost

Unresponsive service providers

As a family owned and operated business we ensure our clients concerns are handled promptly, and provide each client a direct line to management 24/7/365

SERVICE TECHNOLOGY

CallTracker ©

- A web-based system with up to the minute dispatch information for our clients
- History of every work order at your site is available
- Invoicing detail and purchase order information is uploaded for your reference
- Tracking of equipment repairs enables informed asset replacement decisions

Energy Services

- Energy benchmarking of your site against peer buildings
- Project design with a focus on energy savings and financial calculations
- Project financing and guaranteed savings programs are available

Mobile Technician ©

- Receive every service report via e-mail immediately
- Provides an electronic site history to our technicians for improved troubleshooting
- Quicker response times to your site through electronic real-time dispatching

OUR CAPABILITIES

- Total HVAC System Design
- Industrial Process System HVAC Design
- HVAC Manpower Staffing
- Energy Analysis and Reduction Projects
- Control System Retrofits
- Centrifugal Chiller Rebuilding
- **Planned Maintenance, Repairs, and Installations**
of the following equipment types:

- Chillers (Up to 2,000 tons)
- Steam & Water Boiler Systems
- Cooling Towers
- Packaged HVAC Units
- MakeUp Air Systems
- Piping Design & Installation
- Ductwork Design & Installation
- Refrigeration Equipment
- Pneumatic & DDC Control Systems
- Computer Room Cooling Systems

YEARLY CUSTOMER RETENTION RATE OF **96%**

1,350,000

Maintenance hours logged

445,000

Service calls completed

4,060

Average hours of training per technician

810

Facilities currently under maintenance

70

Years of business

4

Generations of family management

1

Shared goal – Our clients' satisfaction



McCARL'S
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