



## 24/7 Service from Controlled Air

Every company occasionally needs service on their equipment for maintenance or emergencies. Working with Controlled Air makes sure that the work is done right. We are committed to offering the best service, installation, and design work in class and the highest level in customer satisfaction with a guarantee on all our work. We hold Connecticut State License's # CT S1 302788, MEC 0001131, SM1 0003954, E1 0121932 as well as Rhode Island Refrigeration/Master1 & Piping/Master1 00007776. We are Authorized Building and Security Controls Specialists of Johnson Controls and recently won their Innovation Award.

We specialize in service and design for large commercial projects including:

- Chillers both air and water cooled
- Cooling towers and evaporative coolers
- Condensing units
- Chilled water and condenser water pumps
- Air handlers and fans
- Pneumatic and digital automation Controls
- Variable Frequency Drives
- Large HVAC units
- Ice Thermal Storage
- Cogeneration
- Photovoltaic and Solar Thermal.
- Clean rooms and environmental chambers
- We have experience with many other types of heating, cooling, ventilation, and energy efficient technologies, just call us to find out more.

We are available 24 hours a day/ 7 days a week for all service needs. The Controlled Air, Inc. team is comprised of skilled professionals each highly trained in specific areas of technology, such as HVAC, engineering, cogeneration, electric, and ground water heat sources as well as energy efficient lighting.

All work is performed by technicians who receive direct factory instruction, our own in-house training and are always specifically trained for the equipment that they work on. They are also backed by a dedicated technical support staff that makes sure any problems are resolved quickly and efficiently. This support team is there for difficult problems and to help our service technicians resolve your problems in the shortest amount of time. We have a dedicated person whose primary responsibility is to manage these problems, both



## Service Contracts

There are some businesses who feel that having a service contract for their HVAC and temperature control equipment is unnecessary. This is especially true for businesses who view their HVAC equipment as “newer” or at least “up to date”. Service contracts are necessary regardless of the age of your equipment and will benefit your company by reducing “downtime” due to equipment failure and increase energy cost savings through efficiently run systems.

Controlled Air, Inc. will custom tailor service contracts to suit your business needs. You will never pay for services that you do not need and your equipment will always run at peak efficiency. With a custom service contract or routine maintenance package you are assured that your equipment will be properly maintained on a timely basis. We assign a service technician to your account so you are provided consistent and seamless service.

We offer three types of service contracts, Planned Maintenance, Labor Maintenance, and Full Maintenance.

A Planned Maintenance Contract provides all of the preventive maintenance needed for your HVAC and temperature control equipment. Repairs are billed on a time and material basis. Customers who select this type of contract are given priority response when emergency service is requested and are billed at a discounted time and materials rate.

With a Labor Maintenance Agreement you receive the same benefits included in the Planned Maintenance Contract as well as any labor needed to make repairs. Parts are billed at a discounted materials rate.

A Full Maintenance Contract includes all of the benefits in the Planned Maintenance Contract and Labor Maintenance Agreement as well as any materials needed for repairs. In short, everything is included. There are no additional fees for repairs or emergencies.

Computer monitoring can also be added to any contract as long as your system allows for it. With this type of monitoring, we know about a problem before you do. If your system does not allow for computer monitoring but you have the need for it, Controlled Air, Inc. can install a monitoring system for you.

Within your contract we will specify what type of inspections will occur and when. You will know how often your equipment will be inspected and what services are being performed. Inspection times/types are custom solutions based on the type of equipment being serviced, the environment



## Our Customer Satisfaction Guarantee

We are committed to offering the best service, installation, and design work in class and the highest level in customer satisfaction. All work is performed by licensed technicians who receive direct factory instruction and our own in-house training. Because we are one of the largest HVAC companies in the State of Connecticut, we have an excellent working relationship with all major manufacturers and are authorized as warranty providers. We guarantee all of our work including installation, design and service. If the job is not done to your satisfaction or if a problem is discovered that is due to our error, we will make the necessary corrections and/or repairs at no cost to you.

Should you ever have a question about an installation, service or invoice, we are always available. Our goal is to ensure that your experience with Controlled Air, Inc. meets to your complete satisfaction on every level.

Thank you for considering Controlled Air, Inc. We look forward to working with you.

Sincerely,

Mike Chiochio  
General Manager



## Rental Equipment For Emergencies or During Construction

### Koldwave King Kompac

The Koldwave King Kompac is a portable windowless cooling unit available for rent during emergencies and construction. The water-cooled operation requires no outside air, so you are guaranteed peak energy efficiency even on the hottest days. The unit just needs to be connected to a water supply and a drain. An automatic water-regulating valve shuts off the water flow when the compressor is not running to help ensure maximum efficiency and performance. The King Kompac models provides 23,000 BTU/HR of cooling capacity, electric temperature controls can be adjusted using the up and down arrows on a touch pad, a 2-speed fan, recovery mode for power interruptions, and quiet operation.

### 10-ton Portable Carrier Heating & Cooling Unit for Rent

For both emergencies and during construction we offer a temporary solution to your heating and air conditioning needs. We have 10-ton Carrier natural gas heating and electric cooling unit on a trailer for rent, that can be brought to you. We can wheel this unit next to any building or set the unit on the roof and quickly hook up both the supply and return duct.

The unit has office, retail, industrial, and construction applications and is quiet, highly efficient and reliable. It is environmentally designed unit consumes less fossil fuels which results in a reduction of greenhouse gases. The control system is readily adaptable to all conventional and programmable thermostats. In addition, the unit can be integrated into monitor control systems if required. Also the unit utilizes certain key features that assist in improving indoor air. It has sloped condensate pans that eliminate possible biological growth and a face-split indoor coil design that removes additional moisture from the air. It recirculates with minimal outside air intake and is completely adjustable.

### Portable Boiler System

Winter has arrived and emergencies can arise. Don't get stranded without heat. Controlled Air offers a portable boiler system for rent. The portable low-pressure, natural gas boiler has 1,000,000 BTU's and is built inside a trailer for easy transport. It is available for \$1,000 per week or \$2,000 per month plus installation and labor.

Just another way that Controlled Air can be there for you. All our rental equipment is available 24 hours a day/ 7 days a week, contact us for pricing. Call 24 hours a day (800) 840-9101.



## When It's Time to Replace Equipment

Even with proper service and maintenance, there eventually comes a time when it is just not cost effective to continue to maintain your old equipment and replacement becomes necessary. Controlled Air, Inc. can help you make that determination and assist you in finding new energy efficient equipment that is also cost effective. We offer custom design/build services and a solution to fit whatever your needs may be. We work with the Connecticut Clean Energy Fund and the local utilities to help find you grants, low interest loans, or equipment leasing that may help to offset the cost of replacing equipment.

We will meet with you to discuss your goals, objectives and any plans for growth. Our engineers are experienced at solving every kind of building environment and facility management challenge. We will produce a working plan that gives you the quality and flexibility you need to create the productive working environment you want. We can implement building wide strategies for comfort and facility management including a full complement of temperature controls, all easily programmable and accessible from a central workstation. Computerized controls can quickly, easily and reliably regulate the temperature and quality of air in your facility.

Energy efficient solutions include cogeneration, ice thermal storage, geothermal and high efficiency roof top units. We also provide all of the needed support to help with building accreditation by the Leadership in Energy and Environmental Design (LEED) Green Building Rating System. Our design teams work with our customers to develop structures that meet LEED qualification requirements from silver to platinum status.

Through thoughtful planning, we will work together to make your facility a cleaner, more environmentally friendly place to be.