

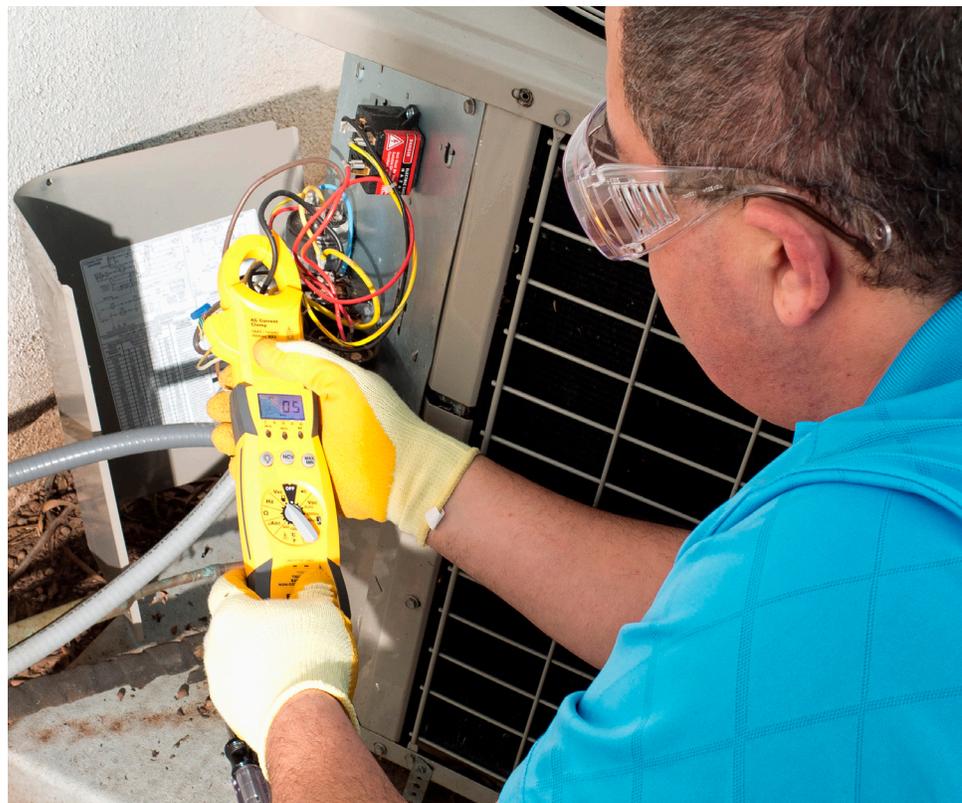
# Sure Temp Company

Binghamton, NY

*Turn first-time customers into repeat customers with Quality Maintenance services.*

### COMPETITIVE ADVANTAGE

Sure Temp Company was looking for opportunities to add value to their services as well as stand out from the competition when approaching new clients. They quickly realized a competitive advantage with the NYSERDA Business Partners Program. By participating in classroom and hands-on field training on the most up-to-date industry standards and advanced diagnostic tools, technicians can more accurately diagnose rooftop unit operating issues and take the necessary steps to correct them. Technicians first test the rooftop unit to understand its operating performance, perform the industry-leading Quality Maintenance tasks, and then test the unit again to see the efficiency gains. Customers are shown the before and after test reports from the diagnostic tool to validate their maintenance practices and improved efficiency. By combining industry training with the use of advanced diagnostic tools, Sure Temp has expanded its service business and increased profitability, while providing its customers clear performance energy and cost benefits.



## BACKGROUND

Sure Temp Company provides HVAC maintenance, sales, installation, and building commissioning services to its customers in 18 counties in and around New York's Southern Tier. Sure Temp has been an active NYSERDA HVAC Business Partner since joining the program at the beginning of the 2012 cooling season. As part of the program, the technicians at Sure Temp Company, headquartered in Binghamton, NY, have been trained to perform Quality Maintenance services according to the ANSI/ASHRAE/ACCA standard 180, as well as on the effective use of advanced diagnostic tools. This knowledge allows them to assess, analyze, and improve HVAC system performance and efficiency to better serve their customers.

## CUSTOMER BENEFITS

By following the Quality Maintenance standards, technicians service the unit back to manufacturers' operating standards by repairing, replacing, cleaning or adjusting items such as air leakage, refrigerant charge, fan belt, and coil surfaces. Providing the diagnostic reports to their clients further validates that the maintenance service they've performed is on target and driving peak performance. Further, a commercial rooftop unit that has been properly maintained can save businesses up to 30 percent of their air conditioning costs, depending on the original size and condition of the unit. Regularly scheduled preventative maintenance, in combination with the QM tasks and diagnostic tool readings, enables the technicians at Sure Temp Company to provide exceptional service to their clients, saving them energy and money.



“We have always known that Quality Maintenance pays for itself in reducing service budgets. We have proven this over and over to our existing customer base. Unfortunately, this approach takes a year or more to realize the savings. By partnering with NYSERDA, we now have a way to prove our service practices work well on the first visit to new customers. This has dramatically increased our maintenance services.”

— Richard Miller, Service Manager

