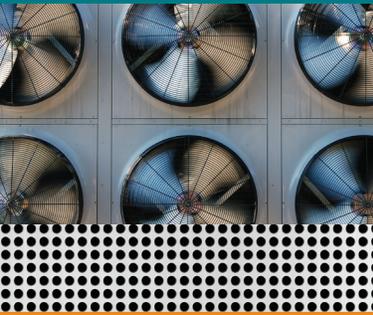


USM knows that multi-location retailers require a multi-faceted provider of HVAC installation, service and maintenance. That's why our approach is grounded in highly trained and certified HVAC technicians who offer their expertise in grocery, retail, foodservice and other industries – but who also go beyond the expected.



Why USM? An Overview.

- ▶ Expertise in HVAC – and client markets
- ▶ Green Building conversions – for compliance and efficiency
- ▶ Air filtration – latest methods to reduce contaminants
- ▶ No brand preference – thanks to our deep vendor base
- ▶ Complete automation systems
- ▶ Cost savings realized immediately
- ▶ Preventive Maintenance and Asset Management
- ▶ Complete vendor management
- ▶ Facility Audits – deep dives to rate your equipment
- ▶ Life-Extension Program – another money-saving strategy
- ▶ Technicians have camera & cell phones for recording issues
- ▶ Not-to-exceed rates – for issues beyond your plan

▶ Expertise

HVAC refrigeration. Zone cooling and heating. Installation. Preventive maintenance. Strategic replacement. On-going training and certification. It takes more than a rudimentary understanding of AC to be a USM technician. Our techs know their equipment, but they also know their markets – the needs of grocery clients is different from restaurant or retail clients. This flexibility enables them to offer on-the-spot solutions that mere repairmen can't provide.

▶ EPA-Certified Supervisors and Customer Service Reps?

It's not just our technicians who are trained in EPA certification. USM Supervisors and CSRs go through our intensive HVAC training in safe refrigerant handling by the EPA. Today USM is the only service provider to boast the EPA Safe Refrigerant Handling certification, which is required in order to purchase and maintain HVAC equipment. And, because our clients value the extra know-how and services, our HVAC training program also includes electrical and controls training.

▶ Cost Savings

The driving reason for applying the proper expertise and resources to an HVAC issue? Cost and energy efficiencies. When your equipment runs smarter, your business can run leaner – we understand completely, that's why our clients implement long-term, ongoing programs with USM.

▶ What nobody else offers

-HVAC Equipment Life Extension

A refurbishment that extends 10-year+ equipment life

-Filter Advantage Program

Highly effective 2-stage filters trap more airborne particles

-Pre-Lease Inspection Program

Grounds, building, roof, HVAC equipment and occupancy level are examined to leverage during lease negotiations

-Duct Cleaning Program

Whole-store air distribution system cleaning to maintain good indoor air quality

-Strategic Equipment Replacement

We identify worn equipment and manage all replacement, to reduce energy costs

-Utility Audits

Identify opportunities to lower utility spend. This helps customers reduce energy bills, produce fewer carbon emissions, and conserve more water

-Facility Audits

Field Managers survey buildings inside and out to identify savings opportunities

-Demand Ventilation Program

Installations to reduce excessive outdoor air conditioning/utility costs

Did you know?

- ▶ According to a recent study, 30% of small HVAC units run during unoccupied periods. We encourage you to be more mindful – and less wasteful.

It pays to be networked.

In Miami, where AC is a must year-round, we installed a new rental chiller to allow a client's corporate facility to remain open – circumstances called for a temporary but reliable solution.

USM secured this replacement chiller from the factory and had it on-site and running within a week of the approval. Unfortunately, the building was vacated after 10 months, leaving a new chiller on-site.

After months of trying to find a use for the chiller in another location, the new chiller was planned to be demolished along with the building, as the customer had written it off. USM worked to find a buyer in our vendor network – and we were happy to place a cool \$19,000 in our customer's hands for the sale of that doomed chiller.

When the customer asked sincerely, "What exactly does USM get out of this?", we explained it was one of the benefits of partnering with USM. How cool is that?

We Know Maintenance Inside and Out

