

### **Haynes Mechanical Systems:**

- HVAC: Preventative Maintenance, Retrofit and Facility Improvement.
- Energy Audits, Building Automation
- 40 + year-old, locally owned company
- Factory trained and certified on all major brands of mechanical systems
- Twenty-four Hour, Seven Days per week Response to Service Calls with a Guaranteed Response Time of two (2) hours

### **Haynes reduces the cost of building operations by doing three things:**

- **Minimize the use of energy** - Keeping mechanical equipment tuned and operating as designed.
- **Extend the life of mechanical systems** - Routine, detailed maintenance prolongs the life of mechanical equipment.
- **Keep occupants comfortable** – High personnel productivity and lower expense for service calls.

### **Integrated Maintenance Operations:**

- Computerized Database for each Facility, including:
  - Facility data
  - Mechanical Equipment lists
  - Maintenance Agreement Information
  - Customer Contact Information
- Computerized Preventative Maintenance for each piece of mechanical equipment that includes a tasking sheet (checklist of work).
- Integrated Dispatching for Service Calls
  - Global Positioning System (GPS) on every service vehicle – Dispatchers have the instant, exact location of the 10 service vehicles that are closest to the facility making a service call
  - 2-way communication with all technicians and technician supervisors – Dispatchers can appropriately select and divert a technician to a site
- Detailed Itemized Billing
  - The Haynes process, supported by Linc technology, develops a constantly-improving database regarding the customer's mechanical equipment and facility. This database is used to help improve the systems and operation of the systems.
  - Depending on the type of Maintenance Agreement, service may or may not generate an invoice from Haynes. Because the process is all integrated, an invoice to a customer is detailed and itemized.

## Quality Control Programs:

Haynes Mechanical Systems is committed to excellence and implements a highly structured Quality Control process that includes Account Management, Field Supervision, Contract Administration, Pro-Active communication with customers - Customer Assurance Review and Evaluation (CARE), and a structured documentation process utilizing our Computerized Maintenance Tasking.

- **Account Management** - it is the goal of Haynes to partner with customers to assure that best practices for the most cost effective methods of running the facility. To do this, Haynes provides a Project Engineer who works as a consultant and partner to assure all mechanical needs are handled in a professional and timely manner.
- **Technician Supervisor** - Haynes field supervision consists of a Technician Supervisor who not only supervises the technicians and coordinates activities with dispatchers, the Technician Supervisor works with the technicians and customer to investigate and identify chronic equipment problems. Rather than just fixing a failure, the Technician Supervisor helps solve the problem.
- **Contract Administration** – Many of the details of system maintenance is taken care of by Haynes' administration procedures relieving the customer of many administrative burdens. Administration is customized to suit the customer's unique business and operational needs.
- **CARE Program** - Haynes Mechanical strives to understand your goals and maintain a high level of communication. In order to do this Haynes integrates the Customer Assurance Review and Evaluation (CARE) Program. This customer survey is conducted at least twice per year with each customer and is an opportunity to confirm that all expectations are being met or exceeded by Haynes throughout the term of the Agreement.
- **Documentation** - As a part of this program Haynes will have customized documents and procedures that will fit the needs and criteria of your facility. All documents will be contained in the Haynes Mechanical Systems Log Book. Everything you need to refer to will be at your fingertips, on-site.

## Single Source Solution:

Haynes provides a single source solution for HVAC systems in existing facilities, and new construction, including new buildings and additions. Services include:

- Proactive, preventative maintenance
  - Computerized Tasking for every piece of equipment that includes test, inspect, and detailed preventative maintenance.
  - Reports to facility owners/managers
- Service calls
  - Integrated operations dispatch resources to react to service calls

- Guaranteed Two (2) hour response time for contracted customers
- Analysis and Retrofit
  - Consultative Process working closely with our customers to improve facilities
  - Hayes has the objectivity of being independent of a systems manufacturer
- Engineering, Design/Build, Installation
  - Complete engineering and design work for new construction and major additions
  - Complete installation services
- Building Automation, Energy Upgrades
  - Energy Management and Control Applications
  - Native BacNet controllers and BacNet testing laboratory Compliance
  - Multiple Systems Integration, including:
    - ✓ BacNet over IP
    - ✓ Lonworks
    - ✓ Proprietary Protocol Systems
  - Controls Training and Full Service Support
  - Controls Engineering and Design Capabilities

**Technicians (62 full-time technicians):**

- Pre-hire and Random Drug Testing Program
- Criminal Background Checking
- Technician Training:
  - In-house Training Program:
    - 82 core modules from the National Center for Construction Education and Research includes classroom training, written testing along with performance testing of skills on job sites after written examination is completed
    - Accredited by the University of Florida
    - Factory Training for all major brands of HVAC equipment.
  - Master Trainers - Haynes Mechanical Systems has two Master Trainers who are authorized to instruct and certify Craft Instructors who have technical knowledge in the industry.
  - Commitment – Haynes invests over \$130,000 per year in Technician Training
- Universal CFC License Training:
  - Liebert and Stoltz Certifications
  - Certified in Carrier I System
  - Service Training: Lennox, CD Jones, Carrier, Trane
  - Factory Training: Trane, Carrier, York, McQuay
  - Lennox Heating and Cooling Classes
  - Basic Electricity Class

- Centravac Operator Air Conditioning Clinic
- Centravac Operation and Maintenance
- NAT FH Training Courses
- Completed most classes offered by CD Jones
- McQuay Absorption Chiller Service and Start-Up
- Poolpak/Dectron Factory Training
- Tracer Summit Advanced Operations
- ICS Local Programming
- Carrier Centrifugal Fundamentals
- Trane Screw Chillers
- McQuay Screw Chillers
- Carrier VVT Controls
- Tracer Summit Controls
- Puron Certification
- Carrier RTU's, 06D/E Fundamentals, Economizers, etc.
- Manufacturer's Classes: Johnson, Honeywell, Burnham, Robertshaw, Beckett, Alco, Grandfos, B&G
- Microprocessor Panel Class @ Entech
- Joy Fan @ Hoover and Associates
- Flakt Fan Maintenance, Teardown and Rebuild
- CSI Training, Vibration Analysis
- Ongoing Centrifugal Chiller Training
- Ongoing progressive training modules held in-house
- Haynes progressive training classes
- Related to AC Clinic, boilers, chillers, Tracer, etc.
- Expert knowledge with all Trane Tracer and Summit Equipment
- ALC Certified
- Alerton Certified