

SWEPC Equipment Service Request for Quotes and Information	Premier Mechanical Services	Hobart Service	Commercial Parts and Service
Contact	Jeff Eley	Brian York 513-771-8833 brian.york@hobartservice.com	John Thorpe
Address	912 S Metcalf St Lima Ohio 45804	8934 Beckett Rd. Westchester, OH 45069	1. 10671 Techwood Circle, Cincinnati, OH 45242 2. 204 Linden Ave, Dayton, OH 45403 3. 5033 Transamerica Dr, Columbus OH 43228
Number of Staff	16	45	110
Length of Time	25 Years	126 Years	52 Years
New or Upcoming Services	None at the time	New service software launched in Feb. 2024. New AP software launched in 2024	N/A
Difference from Competitors	Paperless work orders, online dispatch and GPS in service trucks for efficient logistics.	Manufactured trained technicians in all of our product divisions.	Commercial Parts and Service was founded in 1972. After fifty-two years and into our third generation, we remain a family-owned business. We have built our reputation through honesty and hard work. We are the Authorized Service Agent for over a hundred manufacturers. Our 60+ Service Technicians are factory trained and CFESA Certified. And with our OEM parts inventory in three warehouses across Ohio, the part needed for your repair is never far away.
Manufacturers Approved for Warranty Work	See File	Traulsen, Vulcan, Hobart, Hatco, Baxter	Will send list via email
Do You Maintain a Parts Inventory?	Around 250	Yes, 5,196 on hand in the Branch location, Total parts On Hand in Hobart is 76,034. Piqua, OH is our main warehouse and we have the ability to drive there and pickup as needed. Most competitive parts we can NDA from our vendors.	Yes, over 40,000 items in inventory
Can You Provide Service Within 24hrs on Basic Equipment?	Yes	Yes	Yes
Can You Provide Service Within 3 Hours for an Emergency?	Yes	Yes	Yes
Provide 5 Ohio School Customers for Reference	Lima City Schools contact John Music 419-996-3400 and Graham Schools Don Burley 937-663-4123	Xenia City Schools, Lockland City Schools, Lima City Schools, Sidney City Schools, Piqua City Schools	Mason City Schools - Rachel Tilford - tilfordr@masonohioschools.com (513)336-6526, ext. 20031, Loveland City Schools - Kris Tracy - tracykr@lovelandschools.org (513)683-5600 ext 6201, Kettering City Schools - Mary Lynn Bierman (937)499-1446, Centerville City Schools - Olivia Stone - (937)433-8841 ext/2015, Ross Local Schools - Karen Trousdell - karen.trousdell@rossrams.com - (513)444-7462, Lakota Local Schools - Jackie Smith - jacqueline.smith@lakotaonline.com - (513)403-4506, Princeton City Schools - Kathie Depeel - kdeneel@vikingemail.org - (513)403-6558
Value Added Services to School Customers	N/A	Inspection programs, water treatment services, asset tagging, forecasting machine replacement, new equipment sales.	We offer discounted pricing on parts purchased for self-install by the schools' maintenance department.
Criminal Background Check on New Employees?	Yes	Yes	Yes
What are your payment terms?	Net 30 Days	Net 30 Days	Net 30 Days
Note Ohio Counties or Districts Where You Can Provide Services	See File	All Ohio counties	Adams, Brown, Butler, Clermont, Clinton, Hamilton, Highland, Pike, Warren, Auglaize, Champaign, Clark, Darke, Greene, Hancock, Hardin, Logan, Mercer, Miami, Montgomery, Preble, Putnam, Shelby, Van Wert, Athens, Belmont, Coshocton, Crawford, Delaware, Fairfield, Franklin, Gallia, Guernsey, Hocking, Huron, Jackson, Knox, Licking, Lucas, Madison, Marion, Meigs, Monroe, Morgan, Morrow, Muskingum, Noble, Ottawa, Perry, Pickaway, Pike, Richland, Ross, Sandusky, Scioto, Seneca, Union, Vinton, Wood, Wyandot
Flat Hourly Rate	\$110	\$158/hour	\$136
Set Rates	All Techs	N/A	Fixed hourly rate applies to service provided Monday-Friday, 8a-5p. This hourly rate is for round-trip travel time and labor time on site.
After Hours	\$165	\$252/hour	\$204/hr
Weekends	\$165	\$252/hour	Saturday \$204/hr - Sunday \$272/hr
Holidays	\$220 Holidays and Sundays	\$252/hour	\$272/hr
Truck Charge (If Applicable)	\$30	N/A	N/A
Trip Charge (If Applicable)	N/A	\$200	\$50.00
Travel Charge (If Applicable)	N/A	\$200	Applicable hourly rate for Tech's travel time (round trip from our shop to customer & back)
Hourly Rate for Recalls on Service	\$110	No charge for travel and depending on the situation we adjust bills accordingly based on circumstances, additional parts would be charged.	Our labor warranty is 30 days. If the recall is directly related to the work we performed, then there is no charge for labor or travel. If the recall is unrelated to the work we performed, then the applicable hourly labor/travel rate applies.
Any Other Charges for Recalls on Service	None	N/A	Dependent upon the nature of the recall and if it is related to the work we performed.
Additional Charges	None	N/A	Incoming shipping charged for any service call requiring part(s) for completion of the repair.
Any Alternate Pricing Options?	N/A	We can tailor any customer needs to a service agreement. This also helps in pricing discounts for full kitchen service or equipment inspections. Pricing differs from different tier levels of service. Please contact for agreement options.	N/A

SWEPC Equipment Service Request for Quotes and Information	Premier Mechanical Services	Hobart Service	Commercial Parts and Service
How Does the Technician Troubleshoot Equipment?	Technician operates the equipment as it's intended to be used. Then differentiates between mechanical and electrical malfunctions.	N/A	Our technicians follow troubleshooting guidelines set forth by the manufacturer for each piece of equipment. Technicians use multimeters for checking supply voltage, resistance of probes & heating elements, millivoltage of thermocouples/thermopiles to name a few. Digital manometers are used to check & set proper gas pressure to factory recommend specs for each piece of equipment. Flue gas analyzers are used for checking and setting proper combustion ensuring safe operation of various types of combi and bakery ovens. Refrigeration technicians are outfitted with all the necessary tools to check refrigerant pressure, find, and repair leaks, test the operation of the compressor, proper functioning of expansion valves and all other control components.
Reports Provided during Maintenance/Service	Emailed	We have service order invoices with notes and all items listed. We can also provide service history and parts history as needed. We have proprietary inspection sheets that are provided after inspections are completed.	Will send a work order example as well as PM checklist template example with COI and additional information via email.
Type of On-Site Instruction/Training for Kitchen Staff	If a technician notices a piece of equipment being misused, they will inform the staff of the capabilities in the intent of the piece of equipment.	If asked, we can provide equipment training and understanding to all staff members. Whether in a team setting or after a repair is completed.	Our technicians will offer tips for general care and maintenance that can safely be performed by kitchen staff to help prevent some service calls. Most equipment-related issues with the equipment are best left in the hands of our CFESA Certified Technicians.
How Does the Company Communicate Cost Estimates for Parts?	Emailed quote to company on letterhead	Hobart sends service estimates by email for most all repairs. Verbal approval is ok at times but we prefer signed estimates to move forward.	A written estimate can be sent via email for any parts, repair, or installation request.
Where/Who Do You Purchase Replacement Parts From?	Local and online vendors	ITW branded equipment, we supply our own parts. Non ITW parts are ordered from local and national vendors.	We order all OEM parts directly from the manufacturer or their designated Master Distributor.
If OEM Parts Are No Longer Available, How Do You Source Those Items?	Online vendors	We have multiple vendors across the nation to check with. If the part is discontinued and the machine is of age, we will discuss the end of life discussion.	If the OEM part that is no longer available poses no operational safety issue, then we will attempt to source a comparable replacement through our network of distributors. If the OEM part that is no longer available poses an operational safety issue, the equipment will be red tagged, disabled, and the district will be notified immediately. We will not perform non-factory approved field modifications to any equipment.
Preventative Maintenance Program	We perform maintenance based off manufacturers recommendations and schedules found in the equipment product manual. Unable to include cost at this time without looking at the specific equipment.	Costs vary depending on type of equipment. We provide surveys and quotes at no charge to the customer. We cover a variety of equipment as well as refrigeration.	We offer customizable maintenance agreements designed to keep equipment running as close to factory specs as possible. We work hand in hand with the customer to create a maintenance agreement based on the desired equipment and frequency that best suits the needs of the customer. We offer discounted pricing for full upfront payment of the PM Contract price. All scheduling of PM visits will be initiated by our Service Department and coordinated with the proper district contact(s).
Certifications for Service Technicians	UA Star Certified	EPA certifications for refrigeration equipment. Standard safety training with monthly follow ups in our system. ON site manufacture training in Troy, OH for all areas of equipment.	Certifications vary by technician. All our refrigeration technicians have an EPA Universal Certification. Technicians earn certificates upon successful completion of any Factory Training. Our technicians test to earn CFESA Certifications in the fields of electric, gas, steam & refrigeration.
Training Programs Attended By Your Service Technicians	5 Year United Association Apprenticeship	Manufacture training, covering Food machines, Cooking, Bakery, Ware wash, Mixer Meat Room, Installations.	We offer in-house training sessions multiple times throughout the year. These sessions are led by our Lead Technical Trainer and held in our Cincinnati & Columbus training facilities. Being an Authorized Service Agent for over 100 manufacturers allows us access to manufacturer held trainings. Manufacturer trainings may be held at the factory or hosted by CPS in our facilities. Manufacturers also utilize live online training sessions and on-demand training videos that are routinely available to our technicians.
Continuing Ed. Programs Through Your Company	10 hour per year on mechanical equipment we service	We offer reimbursement for all employees for continuing education.	We have partnered with sales training consultants to offer skill building sessions for our office staff and technicians. Clip training videos are available, and we encourage all our employees to utilize them. These are excellent ways to learn new skills and strengthen existing ones.
Other Technical Resources/Support	Smart phones and tablets to access online documents and manuals.	We have a full tech support group that covers all equipment divisions within our industry. Hobart also utilizes our inhouse TIS program loaded with service manuals for all of our equipment.	Technicians are provided with an iPad & iPhone to allow access to technical information from anywhere in the field. All specialty tools required to properly service equipment are provided by CPS to our technicians. Our Lead Technical Trainer is in regular communication with the Service Managers of our three offices and our technicians to ensure that we seek out any necessary training opportunities.
Additional Information	Premier Mechanical Service has been in business for over 25 years and has worked at several different school systems. We take care of a wide variety of franchise restaurants and work on multiple pieces of food equipment and refrigeration. We also provide HVAC and plumbing service. Premier Mechanical Service Inc. is an accredited business by Better Business Bureau.	<p>Brian York - 513-771-8833, brian.york@hobartcorp.com/service https://www.hobartservice.com</p> <p>FACTORY-TRAINED 1500+ factory-trained technicians and stocked trucks. 125 locations. Only nationwide installer & servicer of commercial food equipment. 23% lower safety incidence rate vs. the national average.</p> <p>CUSTOMER FOCUSED 24/7/365 call center. 4 hour guaranteed response time with Prosurance coverage. Flexible service plans. Full parts coverage, labor only, or preventative maintenance. Dedicated customer team. Your representative focused on supporting your specific needs.</p> <p>FULFILLMENT 100% direct OEM parts. 40,000+ SKUs in stocks. 95% line item fill rate. 125 local parts counters.</p>	N/A

SWEPC Equipment Service Request for Quotes and Information	Tech24	DeBra-Kuempel Inc	TCStorc HVACR LLC
Contact	Matt Jacob 513-600-8436 matt.jacob@mytech24.com	Corey Gansen 513-502-8476	Herbert (Tim) Crafton- Owner 937-604-2049
Address	890 Redna Ter Cincinnati, OH 45215	3976 Southern Ave Cincinnati, Ohio 45227	3560 Intercity Dr. Dayton, OH 45424
Number of Staff	24 Techs and 12 Support and Management: 36 Total	1346	4
Length of Time	40 Years	78 Years	9 years, 3 months
New or Upcoming Services	No changes locally, but continuing to expand across the country, now servicing 27 states.	N/A	N/A
Difference from Competitors	Tech 24 has fastest response time and the best talent. Our techs receive more classroom and field training than most companies which translates to quick and accurate equipment diagnosis and repairs. Parts not in stock are automatically ordered for next day delivery so down time is minimal.	DeBra-Kuempel is a Union affiliated Mechanical Contractor with over 400 Front-Line Technicians & Service Managers spread across 9 offices in three states. We provide comprehensive HVAC Solutions including an in-house Chiller division & Building Controls division. In addition, our local Special Projects divisions, supported by robust in-house Engineering / Construction, can navigate most any mechanical retrofit and design build challenges. We have the horsepower to keep facilities running.	Labor Rate, Tim Crafton- HVACR Journeyman (Local 162 18years), Supervisor.
Manufacturers Approved for Warranty Work	See List	N/A	No warranty companies
Do You Maintain a Parts Inventory?	Yes we carry a parts inventory. 15,000 items	N/A	8) Tanks Refrigerant 24) Motors, Relays, Thermostats
Can You Provide Service Within 24hrs on Basic Equipment?	Yes	Yes	Yes
Can You Provide Service Within 3 Hours for an Emergency?	Yes	Yes	Yes
Provide 5 Ohio School Customers for Reference	Columbus City Schools Brenda Klein (614) 397-5585, Milford Exempted Village Schools Peggy Parsons (513) 576-2291, Washington Courthouse Schools Mike Skaggs (740) 572-2448, Princeton City Schools Kathie DePeel (513) 864-1023	West Clermont Local Schools - Tiffany McCleese 513.943.5038, Milford Exempted Village Schools - Jeff Johnson 513.908.3677, Goshen Local School District - Chuck Smith 513.314.0457, Princeton City Schools - Jean Sparks 513.614.1935, New Richmond Exempted Village Schools - Luke Cox 513.432.4710	Springboro Schools- Kelsey Warren 937-825-0289, 8 years and Franklin City Schools- Joshua Parker 937-790-0680, 9 years.
Value Added Services to School Customers	Preventative Maintenance Programs	Preventive & Reactive Maintenance in addition to mechanical retrofit and design build	Change the water filters for I.M. along with draining 2x/year. Filters for condenser coils. Keep a log for repairs at the schools.
Criminal Background Check on New Employees?	Yes	Yes	Yes
What are your payment terms?	Net 30 Days	Net 30 Days	Net 30 Days
Note Ohio Counties or Districs Where You Can Provide Services	Counties: Hamilton, Clermont, Butler, Warren, Clinton	See email sent to Bonnie Muckenthaler & Brianna Listermann	Franklin City Schools, Springboro Community Schools, St. Albert the Great, and Kettering City Schools.
Flat Hourly Rate	\$125	\$118.80 for Cincinnati & Dayton \$128.80 for Columbus	\$110hr Tech/ \$80/hr Apprentice
Set Rates	N/A	N/A	\$110hr Tech/ \$80/hr Apprentice
After Hours	\$218.75	\$178.20	\$170/hr Tech/ \$120hr Apprentice
Weekends	Saturday: \$218.75 Sunday: \$250	\$178.20 (Saturday)	Overtime
Holidays	\$250	\$237.60 (including Sunday)	Overtime
Truck Charge (If Applicable)	\$30	\$4.00 per hour - Fuel Surcharge	N/A
Trip Charge (If Applicable)	\$135	\$98.00	N/A
Travel Charge (If Applicable)	N/A	Actual travel, if during the day. Overtime call travel charged portal to portal.	N/A
Hourly Rate for Recalls on Service	\$0 covered by 90 day warranty	No charge for service on straight time. If truly warrantee, premium portion of labor charges would apply	1st hr no charge then \$110-\$80
Any Other Charges for Recalls on Service	N/A	Premium portion of time utilized. on true warrantee. Non warrantee would be billed at prevailing prices	N/A
Additional Charges	Flat rate shipping on parts orders \$55	N/A	N/A
Any Alternate Pricing Options?	We do offer all-inclusive but pricing varies on a case by case basis. Can also offer better service rate pricing on case by case basis. Contact Matt Jacob for quote.	N/A	N/A

SWEPC Equipment Service Request for Quotes and Information	Tech24	DeBra-Kuempel Inc	TCStorc HVACR LLC
How Does the Technician Troubleshoot Equipment?	The troubleshoot process varies by equipment and problem reported. Techs will do basic checks like voltage, gas pressure, temperature, and overall functionality. Techs will do specific troubleshooting in the sequence of operation of the reported issue	DeBra-Kuempel will provide each District task sheets for PM Maintenance Per Asset / Per requested sequence (see enclosed example in email sent).	Voltage, Amps, Temperatures, Pressure of Refrigerant. Look for abnormal readings.
Reports Provided during Maintenance/Service	Work ticket invoice with location, unit info, parts used, time stamped labor hours, description of work done, and photo documentation. PM work tickets include completed unit checklists and quotes for needed repairs.	See enclosed DeBra-Kuempel Service Edge Example in email sent.	We provide the customer with problems, temps, and any deterioration we find.
Type of On-Site Instruction/Training for Kitchen Staff	Basic user information and troubleshooting.	N/A	Show the manager the braker for the equipment- show them what normal operation looks like.
How Does the Company Communicate Cost Estimates for Parts?	We will send a repair quote for items that will cost more then \$500 to repair unless the district sets a higher Not To Exceed amount.	DeBra-Kuempel will align an Account Team to each district utilizing this contract. Team will consist of Account Manager, Service Manager, Service Coordinator, Lead Technician, and Backup Technician (for each district). Technician & Service Manger will communicate to all Stakeholders per the <u>guidelines set forth</u>	Email
Where/Who Do You Purchase Replacement Parts From?	The manufacture, authorized parts distributors, local supply houses, and local retail stores.	Local supply house and/or OEM Manufactures as applicable.	Several physical supply houses (local) and some online.
If OEM Parts Are No Longer Available, How Do You Source Those Items?	We would not source a part that is no longer available.	Local supply house and/or DeBra-Kuempel refrigeration division relationships.	Cross reference search. Hardware has been the biggest issue- sometimes you cannot get.
Preventative Maintenance Program	We provide PM's on cooking, refrigeration, and HVAC equipment. Costs vary on a case by case basis. For scheduling we would have a set month the PM is due and work with the local district to set up the schedule.	Reference enclosed Task Sheets for typical tasks performed on refrigeration assets. Each School District will determine the frequency per their guidelines	We offer biannual and quarterly. Clean ice machines 2x year. Clean condensor coils 2x year. Replace condensor coil air filters. Ex: Springboro schools- each school has a (quoted) labor, parts cost (such as condensor coil filters, ice machine cleaner and water filter (calcium and tests). We check all refrigeration- walk-in coolers, and freezers, reach-in coolers and freezers, milk coolers, and ice machines. We can work on ovens and exhaust and make-up air hoods if asked
Certifications for Service Technicians	CFESA certification and Tech 24 University certification	Contractor License Numbers: Ohio HV, PL, RE, HY (25061) Ohio Electrical (16717)	1 year of HVACR School and CFC Cards
Training Programs Attended By Your Service Technicians	Tech 24 University training in the trades of Electric, Gas, Steam, and Refrigeration. Manufacture training. Equipment specific training. Field service training. Customer service training. Harassment training. Weekly safety training.	As a union contractor, all personnel undergo a rigorous multi-year training program geared on a foundation based learned platform. Apprenticeship schooling is required for a 5-year period two (2) nights per week from September through April to achieve 65% status. There is a 1-year period following the apprenticeship that allows for passage of a test to enter the upgrade program, which lasts for 3 years.	Ice Machine School
Continuing Ed. Programs Through Your Company	The company will pay for individual continuing education courses as long it is relevant to foodservice equipment repairs. Tech 24 incentivizes techs to take continuing education courses with the opportunity to earn higher wages.	DeBra-Kuempel recognizes the added value that education brings to our service offering and has developed a standard in-house curriculum.	Through supply houses in our area
Other Technical Resources/Support	Supervisor Tech Support, manufacture tech support, service manual library, and smart phone.	Support of over 400 in-house Service Technician Team + DeBra-Kuempel has a commercial refrigeration division in Kentucky and Tennessee (customers include ALDI, Pilot, Houchens Grocery, and many others) + OEM Support & Training	Library of manuals, equipt. manufacturers, technical articles, books from HVACR schools and union apprenticeship books (Local 162 UA Plumbers & Pipefittings)
Additional Information	N/A	Thank you for the opportunity to participate in this Foodservice Equipment Repair Quote Request.	N/A