

# **SERVICE CASE STUDY**

Booth Air Conditioning maintains and service air conditioning, refrigeration and ventilation equipment for a wide range of different clients.

Booth's service department are fully equipped to perform service works across a vast array of different equipment, and in different environments.

Booth engineers are PASMA certified for the safe use of scaffolding, and IPAF qualified for use of mobile elevated work platforms.

All our engineers are enhanced CRB checked, and equipped with their own vehicle and PPE equipment.

Frequent and regular training of our engineers ensure that they are kept abreast of new technologies and we are constantly making sure our engineers are fully aware of new legislations, so that they are always providing the best advice to our clients.

Our engineers are encouraged to evaluate each service project individually, and to always ensure their suggestions are in the very best interests of the customer.

One particular car dealership had an air conditioning unit that had been reported faulty to our service administration team. This particular system had been fully condemned by another air conditioning contractor previously who stated that it was 'beyond economical repair', and our client wanted to have a second opinion.

Our engineers attended the call out and investigated the fault further; it was deemed that the cause of failure was due to a communications fault. The engineer diagnosed the external PCB board within the call out and the customer was furnished with a quotation within a few hours.

Upon replacement of the PCB, the system was fully operational, and with the cost of our service remedial works approximately 10% of the cost of the full replacement.

Our client had this to say:-

"Hello,

Following your engineers visit today to fit the replacement parts to the A/C system in the main office, I am pleased to say that it is all working fine again.

I appreciate the fast turn around for the works, and also for the fact that you managed to save us quite a considerable amount on a new unit.

Thank you for your swift attention

Booth Air Conditioning would be happy to provide references of customers that have utilised our service department. Our company culture is to always ensure that works are performed in the very best interest of the client.

**Operations & Technical Manager**