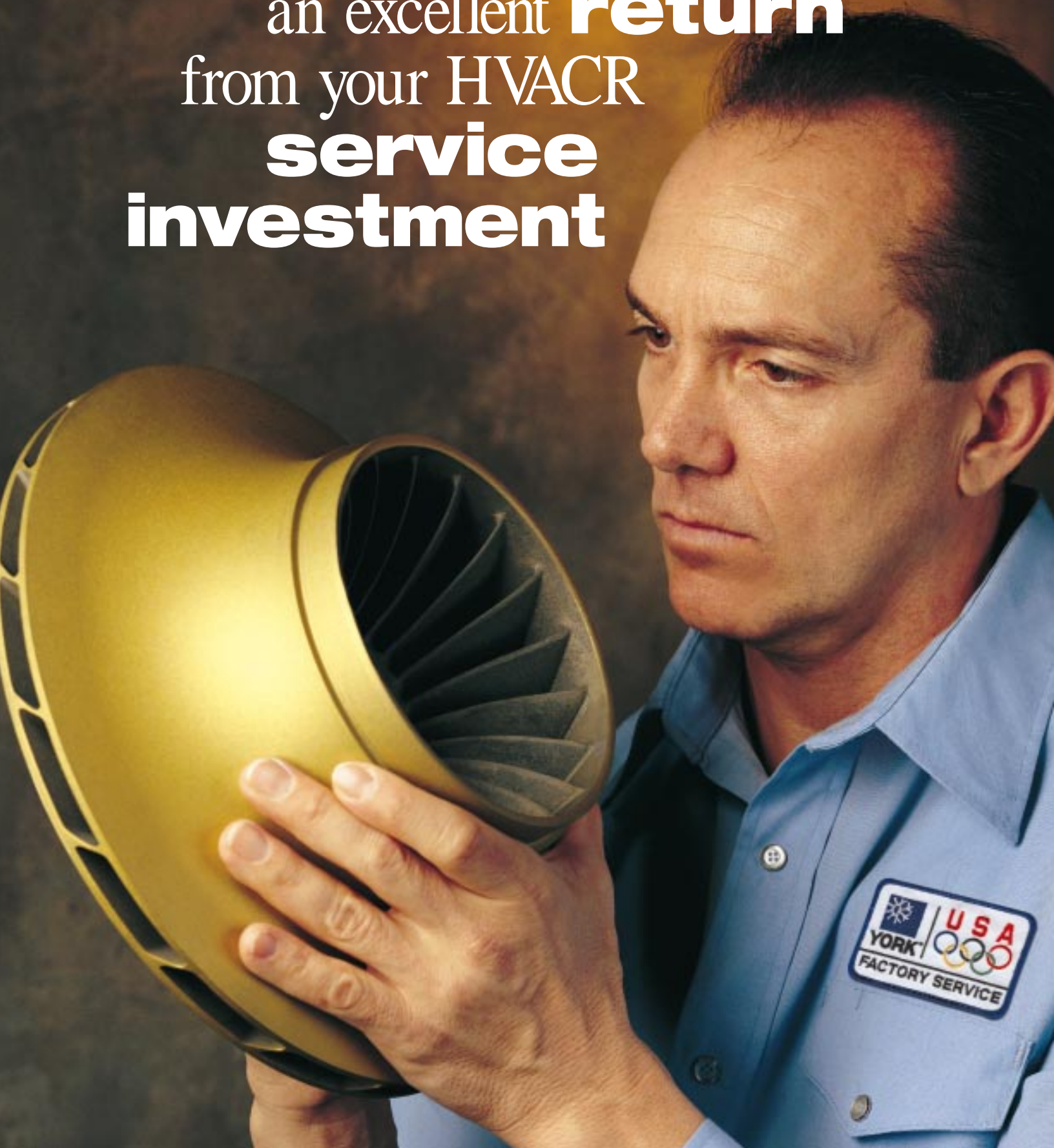




YORK[®] **Service** **Solutions**

 **YORK[®]**

You should **expect**
an excellent **return**
from your HVACR
service
investment



You shouldn't settle for a service provider who is just the lowest bidder. That's because the lowest-cost provider doesn't necessarily provide the optimal service solution. Full value only comes when your service company thoroughly understands your unique requirements, uses the latest technology and methods, and employs technicians, resources, and financing options that let you achieve your goals.

What makes YORK Service a smart investment?

YORK Service from York International is your best service investment, because we return greater value than other providers. You'll find that YORK offers:

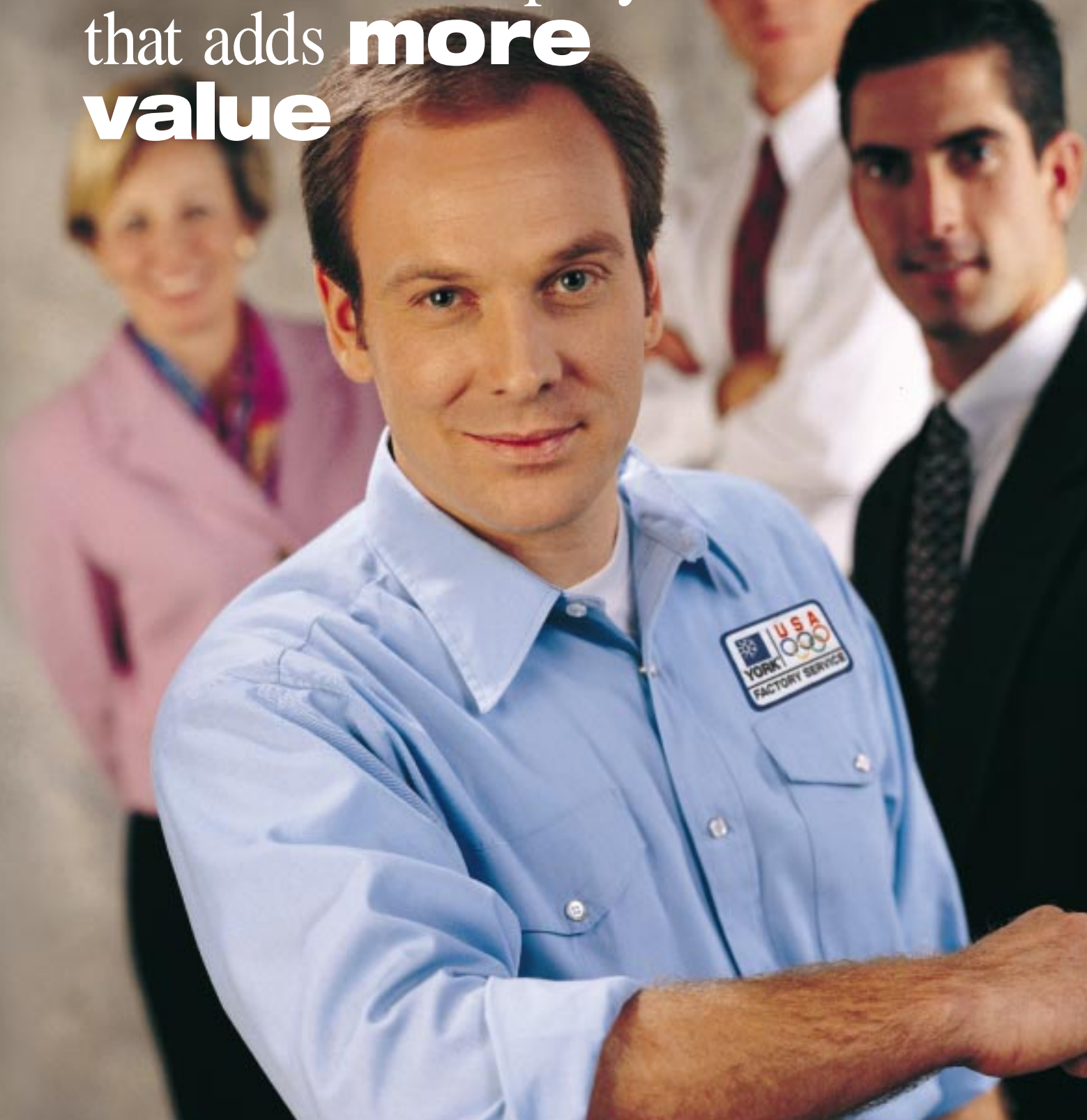
- Single-source capabilities to handle the job from start to finish
- Superior coverage to provide the personnel you need whenever needed
- Impressive competencies to handle technical, maintenance, and repair challenges
- Unsurpassed customer support to ensure continuous satisfaction and improvement

YORK Service is a local service provider handling the needs of local customers who have HVACR equipment in a single plant, in several buildings, or in a campus facility. But our capabilities are also global in breadth and depth. That's because we're the service arm of York International. As a consequence, you benefit from the backing, expertise, staffing, and advanced technologies of the largest independent HVACR company in the world.

- Local commitment: YORK technicians operate from 300 service points worldwide, 125 in North America; parts are conveniently stocked at our service points and strategic locations
- Professional force: 1200 service technicians employed in North America, 3000 worldwide — comprising the industry's largest factory-trained HVACR service organization
- Broad product expertise: chillers, air-handling units, rooftop units, cooling towers, pumps, boilers, control systems, and refrigeration technologies; YORK, Carrier, Trane, McQuay, Baltimore Air Coil, Marley, Kewanee, and Frick brands, to name a few
- Application experience: from light commercial air-conditioning to industrial process cooling and refrigeration applications; from small facilities to large commercial, industrial, petrochemical, and institutional sites
- Strategic Account capabilities: simplifies service coordination, invoicing, and pricing for multi-facility and multi-national customers



You get **more**
rewards from
a service company
that adds **more**
value



Don't be satisfied with the status quo.

Any competent service company can replace a broken part. But to get the best value for the HVACR services and repairs you buy, you need a service company who can actually improve your operations.

Because YORK is the leader in advanced technology for HVACR, we go further than local service firms by providing analyses and enhancements that help you save energy, improve reliability, and reduce downtime. YORK's expertise gives you the benefit of an "insider's knowledge" of products and services that provide more value for your service dollar.



- Ways that YORK can reduce your energy and operating costs with YORK Enhancement Products and Services:
 - Save 30 to 60% of electric energy costs by adding variable-speed drives to centrifugal chillers, fans, pumps, and towers
 - Efficiently operate chillers, towers, and pumps with a Chiller Plant Automation system
 - Provide engineered conversions to optimize performance with today's alternative refrigerants
 - Implement driveline retrofits that minimize electric demand charges and maximize part-load efficiency
 - Incorporate advanced, non-abrasive electronic descaling, as well as traditional brush cleaning, to reduce fouling and promote efficient heat exchange
- Ways that YORK can extend your HVACR equipment life:
 - Replace your aged chiller driveline at a fraction of the cost of replacing the entire chiller before a catastrophic breakdown occurs
 - Retrofit aging components — control panels and purge units — with new products utilizing the latest in technology
 - Upgrade and maintain key system components, such as cooling towers, pumps, controls, and more
- Ways YORK can minimize downtime on your HVACR equipment:
 - Identify developing problems prior to major failure by using vibration analysis, eddy current tube testing, and remote monitoring
 - Implement turn-key equipment replacements quickly
 - Dispatch comprehensive Emergency Service Teams offering 24-hour, 365-day assurance of prompt equipment repair or replacement
 - Complete enhancement projects during normally scheduled maintenance periods using project management techniques



We put you first
with **flexible**
agreements
that fit your needs



Medallion Service Agreements make you a winner.

No other service firm offers more flexibility in writing service agreements than YORK Service. Rather than buy individual services and repairs, you can arrange a York Medallion Service Agreement that lets you custom design a preventive maintenance service package that meets your exact needs. This flexibility allows you to budget for your most pressing maintenance expenses to avoid the high cost of a surprise breakdown.



- We can support and supplement your personnel with programs that:
 - Broaden their skills with in-house staff training
 - Let you deploy your staff where needed most by calling in our supplemental on-site service presence
 - Provide single-source responsibility and contact for all your HVACR requirements
 - Support seasonal start-up and shutdown procedures
- We reduce operating costs by minimizing call-backs and emergency visits with services that:
 - Provide regular inspections that evaluate chiller operation and identify opportunities for improved operation and energy enhancements
 - Implement water-side maintenance procedures that keep tubes clean and free of scale while ensuring proper water flows and system balance
 - Minimize service time and downtime with standard preventive maintenance using streamlined procedures
 - Protect your warranty coverage with in-warranty maintenance programs that meet manufacturer's service recommendations
- We extend your equipment life with services that:
 - Provide preventive maintenance per manufacturer's service recommendations, keeping new equipment running at peak performance
 - Identify worn components or system problems by utilizing predictive analysis tools such as vibration, eddy current, oil, and refrigerant analysis
 - Recommend and implement equipment enhancements, equipment upgrades, and retrofits to replace outdated components with new, more reliable designs
- We minimize downtime with emergency services that:
 - Expedite troubleshooting and repair time with fast track, priority service
 - Utilize 24-hour emergency service resources - including emergency stocking warehouse access to service parts





Our exclusive customer support program ensures your facility's success.

With YORK, “service after the sale” means you and your staff enjoy several value-added services after we’ve performed our service:

- Web access to service literature and bulletins keep you apprised of procedures and upgrades that could provide added payback
- On-site and off-site operator training offered through factory-conducted classes
- E-mail notification of engineering publications, product introductions, and promotions

Experience the full value of YORK Service.

Full value only comes when your service company thoroughly understands your unique requirements, uses the latest technology and methods, and employs technicians, resources, and financing options that let you achieve your goals. When you choose YORK as your service provider, you benefit from a company that delivers extra value for your service dollar by:

- Reducing energy and operating costs
- Extending equipment life
- Minimizing downtime
- Meeting your budget requirements with attractive financing options

YORK provides services that can be justified by a faster payback — whether by energy savings, operational reliability, or personal savings. To find out the financial rewards of expert service, call your local YORK Service representative today.

