



PROBLEM

A grocer's dairy case had been running warm. A customer had called their (now) previous refrigeration service provider 7 different times, but their issue was never resolved.

SOLUTION

Our technician listened to the actual problem the customer was having and troubleshooted their complaint.

RESULT

Our customer was pleased to announce that their dairy case is running better than it ever has before. "All shelves are cold, something that I never remember in my years here."

ABOUT US

Northwest Mechanical Group's main focus is on what we value— our customers, our vendors, our employees, and our community. We believe in doing the job right the first time, every time, standing by our workmanship, and providing warranties on our products and services. Northwest Mechanical Group specializes in commercial refrigeration and HVAC. We pride ourselves in our expertise in low temp grocery store refrigeration construction/service and HVAC / refrigeration maintenance agreements.

ABOUT THE CLIENT

Commercial grocery store with over 700 employees

"In a day and age where people complain more than they compliment, I would like to take a few minutes and send you a compliment. Thank you for resolving this issue. We are beyond grateful."

