



PROBLEM

A customer was told by another contractor that they needed to replace a total of 8 rooftop HVAC units. Our customer was hesitant to believe that this was really needed. Northwest Mechanical Group was already working with this customer on another project, so the customer asked for our opinion. Northwest Mechanical Group suggested that they send a technician over to the facility and verify findings.

SOLUTION

After an in-depth look into the equipment, it was found that only 2 of the 8 units actually needed to be replaced. The other 6 were found to only need repairs. Northwest Mechanical Group saved the customer over \$60,000 in equipment cost and almost \$45,000 in labor cost. The customer was able to repair their equipment and budget to have the units replaced in the future.

RESULT

They were able to avoid a capital expenditure project and not spend unnecessary funds. Northwest Mechanical Group was also able to not inconvenience the residents of this facility and keep the impact to their day to day lives down to a minimal. To replace all 8 units, they would have needed a very large crane in their parking lot taking up space for a total of 3 days.

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

This customer is an assisted living facility in Beaverton Oregon.

"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."