



# MAINTENANCE AND SUPPORT SERVICES

Supporting Your System like it was Our System

CM3 Building Solutions has been servicing HVAC and Building Automation Systems for 40 years.

We offer scheduled maintenance, repair services, and emergency support services for our installed equipment, in addition to equipment installed by other providers.

A privately-owned, local company, CM3 Building Solutions is one of the most trusted HVAC and Building Automation service companies in the region.

Our typical Maintenance and Support Services customer has been with us for 10+ years, and we achieve a 98%+ renewal rate.

We provide scheduled maintenance and emergency services to 700+ customers annually across the public and private sectors, including education, healthcare, commercial, industrial, and municipal organizations and institutions.

**“CM3 saved my building.”**

**- New Owner**

Commercial Office Building with extensive HVAC issues prior to CM3 maintenance services.

*Plainsboro, New Jersey*

## INTEGRATION EXPERTS

We excel at delivering interoperability among unique systems. Our Specialists have a diverse background in the building controls and HVAC industry and are highly skilled at integrating protocols, including BACnet, LonWorks, and Modbus.

## DECADES OF EXPERIENCE

We have extensive knowledge of building controls & HVAC equipment, with most teammates having 20+ years of industry experience.

- » Our team includes professionally-trained mechanics who have graduated from a 5-year apprenticeship program.
- » We continually invest in professional development, including cross-training, factory training, and specialized equipment training.

## EXCEPTIONAL COMMUNICATION

We take the worry out of coordinating service calls:

- » Auto-scheduling and implementation of maintenance visits with optional email/text notification.
- » Verbal report available upon completion of our visit
- » Detailed documentation delivered via email.

*Your CM3 Account Executive also receives a record of the service call and will follow up if additional service or actions are recommended.*



**MAXIMIZING THE COMFORT, SAFETY, AND EFFICIENCY OF YOUR FACILITY**

Building Automation • Energy • Security • Communications • Maintenance

# Our Maintenance Programs Deliver Confidence, Comfort, & Savings



## Customized Plans

We know that every facility has unique requirements and resources. That's why we craft maintenance and service programs that are built to your individual needs. From on-site support to scheduled visits, we will customize a plan that fits your objectives.



## Pre-Contract Assessments

Our goal is always to provide outstanding service for your facility. Our Technical Specialists conduct a thorough equipment inspection prior to contracting with you, so you can be confident that we know your system and can support it.



## Convenient Renewals

We offer convenient auto-renewal with 60-day renewal confirmation and provide notification of software upgrades and patches.

**"CM3 has been taking care of our equipment for 5 years. They go above and beyond to service our equipment."**

**- Director of Facilities**

A Southeastern PA School District

## Benefits of CM3's Maintenance Program:

- » Preferred time and material rates.
- » Priority response from the CM3 Service Department.
- » 24/7 customer hotline.
- » Detailed knowledge of your installed equipment.
- » Experience across major HVAC and Building Automation brands.
- » Assigned primary and secondary Field Control Specialists and HVAC Mechanics to ensure continuity, comfort, and confidence.

## MAINTENANCE SERVICES AND EMERGENCY SUPPORT. 24/7.

### Mechanical and HVAC Equipment

- » Chillers and Cooling Towers
- » Hot Water and Steam Boilers
- » Pumping Systems
- » Air Handling Units
- » Rooftop Units
- » Heat Recovery Units
- » Unit Ventilators
- » Geothermal Heat Pumps
- » Commercial and Ultra-low Refrigeration Equipment
- » Total Building HVAC Systems

### Building Controls and Building Services

- » Building Automation Systems
- » Energy Management Systems
- » Automatic Temperature Controls
- » Pneumatic Controls
- » Air Compressors
- » Electric/ Electronic Controls
- » Card Access & Security Systems
- » Video Management Systems
- » Total Building Systems

**We look forward to proving our excellence in service to you.**