

# Chiller System Group

## Membership Information and Application

The Chiller Systems Group is a national network of selected independent contractors formed to share technical information and dedicated to improving the best independent chiller service companies in the industry. Membership is by application and subject to the approval of the membership committee. There are no membership fees with each member company expected to pay their prorated share of various group expenses.

### Group History

Formed with 7 companies in 1994, for the purpose of:

- . Cooperating on Refrigerant Phase Out
- . Sharing Technical Knowledge and Experience
- . Discussing Business Management Strategies and Successes
- . Developing Industry Resources
- . Training member technicians

### Operations

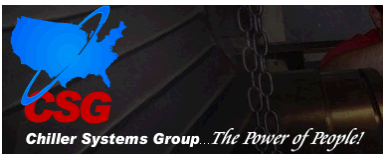
- . Current Membership is over 40 companies who have a major focus in service and repair of large tonnage chillers
- . Annual Meetings – two days (Host changes each meeting)
- . Technical and Business oriented agenda
- . Networking with peers and associates
- . Group Email List – [chillergroup@mail-list.com](mailto:chillergroup@mail-list.com)
- . Frequent phone interaction
- . Committee operations (Email, CSG Roster, Publicity, Web Site, Education, Carrier, McQuay, York, Trane, Membership, Steering)

### Member Benefits

- . Expanded member service capabilities
- . Superb resource of experience and knowledge
- . Facilitates identification of industry trends and issues
- . Industry association with numerous vendors, specialty sub-contractors and suppliers
- . Manufacturer Liaisons

**All** company members are expected to actively participate in the groups activities

- . Attend all annual meetings of the group. We expect attendance by both technical and decision making management.
- . Respond to email and phone requests for assistance in a timely and professional manner.
- . Participate in the group email list serve discussions
- . Participate in, and utilize the groups training resources
- . Commit their resources (personnel and limited financial) to assure the Group's success



- . Execute their business ethically, with an unwavering attention to performance, excellence and customer satisfaction.

Members who do not participate are dropped from membership. Members who fail to attend two consecutive meetings or two meetings in two years will be contacted by the membership committee to re-evaluate their membership. At that time they may be allowed to re-commit to membership or dropped from membership. Prior to being dropped they will be allowed to appeal the decision to the membership and steering committees.

### **Membership Qualifications**

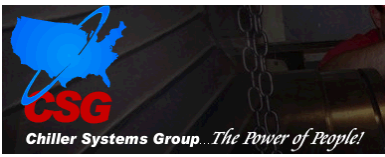
Generally membership is open only to independent service companies who otherwise qualify for membership. Exceptions for qualified individual members have been and will be made. Membership is generally not open to national companies or manufacturers. Individual offices of national companies will be considered on an individual basis.

Applicants for membership must demonstrate the following capabilities and characteristics:

1. A dedication to the highest quality service and ethical business practices.
2. A proven history of maintenance and repair of large chillers and chiller plants.
3. The willingness to actively participate in and contribute to the group.
4. The ability to bring value to the group as opposed to taking value from it.
5. Size is not a determining factor – capabilities are
6. New members will be considered from geographic areas with current members but they will be evaluated to a more rigid value standard to insure that they add value and don't just bring competition.

### **Membership Process**

The prospective member should complete the application that follows and forward to [jmattes@entechsales.com](mailto:jmattes@entechsales.com). The membership committee will consider the application, including checking references and advise their decision as soon as reasonably possible. Questions should be directed to the chair of the membership committee.



# Chiller Systems Group Membership Application

Company Name: \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Website: \_\_\_\_\_

Participating contacts:

Management: \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Technical: \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Service area: \_\_\_\_\_

Company Sales \_\_\_\_\_ Years in Business \_\_\_\_\_

Service Sales \_\_\_\_\_ Years in Service Business \_\_\_\_\_

Total employees \_\_\_\_\_ Total Service Employees \_\_\_\_\_

What certifications are held by your technicians?

\_\_\_\_\_

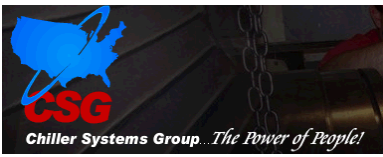
Number of chillers under service

Reciprocating \_\_\_\_\_

Screw \_\_\_\_\_

Centrifugal \_\_\_\_\_

Absorption \_\_\_\_\_



Describe your in-house training program

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List outside classes attended by your technicians in the past 12 months

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List three customer references

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Describe your service capabilities and any special expertise

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Do you have a source of information, training or unique expertise which gives your organization an edge in servicing a specific manufacturer or type of chiller? If so, explain

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What are your best qualifications that you can bring to the Chiller Group?

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Describe you level of expertise in the following areas:  
 (E – expert, A – above average, N – none or limited)

Product	Trane	Carrier	McQuay	York	Other
Centrifugal					
Large Open Centrifugal					
Absorption					
Screw					
Vibration testing					
Microprocessor Controls					
VFD					
Building controls					