✓ What you get with us | Plans & quote →

MAINTENANCE PERKS · FOR CLIENTS WITH A SERVICE AND MAINTENANCE AGREEMENT

What we do for you that others can't.

Enterprise-level service, at an affordable price. Priority response, AI tech support for your team, asset tracking and a client portal, all included with your agreement.

24/7 SERVICE LINE
289-819-2421

NEW TRIAGE-BASED SERVICE SYSTEM · TAKING EFFECT DECEMBER 1, 2026

Contracted customers come first.

Our new triage system is already in place. To keep things fair and consistent for everyone, starting **December 1** we'll follow it on every call, without exception, so clients with a **service and maintenance agreement** are always looked after first.

Priority is based on your location and the equipment under your plan. Spots are limited.

1 When you place a service call, tell us how urgent it is

High Urgency
Something is down or at risk and needs help now. Contracted customers come first.

Medium Urgency
Needs attention soon, but your operation is still running.

Low Urgency
Not urgent. Scheduled in advance, or done with other work at your site or nearby.

2 Who we serve first, and our response times

PRIORITY · CONTRACTED CUSTOMERS
24/7: served first, whenever you need us

1 — CONTRACTED — High Urgency
RESPONSE TIME
4 hours
guaranteed on Priority and Enterprise plans

2 — CONTRACTED — Medium Urgency
RESPONSE TIME
4–48 hours
on site

NON-CONTRACTED CUSTOMERS
Still supported · NO GUARANTEE · No holidays

3 — NON-CONTRACTED — High Urgency
RESPONSE TIME
During the day
schedule permitting NOT guaranteed

4 — NON-CONTRACTED — Medium Urgency
RESPONSE TIME
1–5 days
business days, depending on scheduling

5 — EVERYONE — Low Urgency
RESPONSE TIME
Scheduled
in advance, or done with work nearby

CONTRACTED Priority customers

- ✓ **24/7 service**: first in line, any time, holidays included
- ✓ Guaranteed 4-hour High Urgency response
  Priority & Enterprise plans
- ✓ Discounted labour rates
- ✓ Free client portal & PDF reports
- ✓ 90-day termination clause

WITH PRIORITY & ENTERPRISE PLANS

- Asset Tracking (Enterprise)
- Expense Management (Enterprise)
- Asset Insights (Enterprise)
- AI Tech Support

NON-CONTRACTED Standard customers

⚠ **NO GUARANTEE** on same-day or after-hours service. It's at the **on-call technician's discretion and availability**.

- Served after contracted customers
- **$115/hr**, scaling up to **$135/hr** over 18 months
- After-hours labour: **2× your normal labour rate**
- **4-hour minimum** · **no holiday service**

FREE

LIMITED-TIME OFFER

Asset Management + Expense Tracking per Asset

All **free** on Enterprise plans signed before **February 1, 2027**.

AI INSIGHTS

AI insights for you and your team

AI Technical Support for your team

Priority & Enterprise

Your staff scan the asset tag and get step-by-step help, so simple problems are sorted without a service call.

Asset Expense Insights

Enterprise plans

See what each unit costs you, and get clear advice on whether to repair, keep or replace it.

AI Technical Support is included free with our Priority and Enterprise plans. Asset Expense Insights come with our Enterprise plan. **Compare the plans**

Releasing December 1, 2026 · **Contracted customers only**

ASSET TRACKING + AI HELP

AI Technical Support for your in-house team

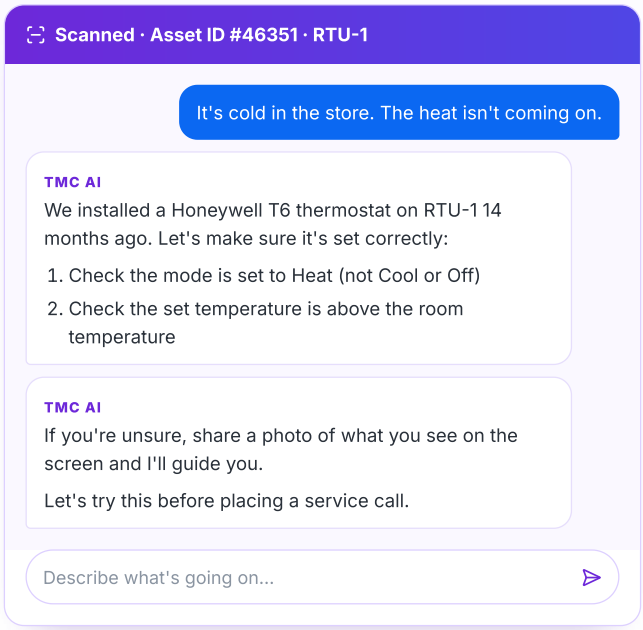
Avoid common nuisance service calls. Our AI learns on **your equipment** and its **past service**, so your team can sort out the simple things themselves.

1 Scan your Asset ID tag
Your staff scan the QR sticker on the equipment.

2 Our AI knows the unit
What has been done, what equipment is there, and its common issues.

3 Your team handles the simple things
Step-by-step help that prevents simple calls, and us coming in the first place.

4 We are there when it counts
More than a quick fix? Place a service call from the same screen.



Let us be there when it counts the most.

Asset Expense Insights: know when to replace it

EXAMPLE · ASSET ID #46351

RTU-1 · Rooftop Unit

Store #412 · Carrier 48FCEM05A2A5 · Installed 2012

ANNUAL SPEND · LAST 12 MONTHS

$800

Only 9% of a new unit's installed cost (about $9,000)

2	1	2
Work orders	**Quotes**	**Invoices**
this year	1 approved	$800 total

Asset insights · RTU-1

Is it cost effective to keep RTU-1, or should we replace it?

TMC AI

RTU-1 has cost you $800 over the last 12 months. Over the past 3 years, we have replaced its major components:

- **Compressor** — Replaced 2024 · long life expectancy
- **Condenser fan motor** — Replaced 2025 · long life expectancy
- **Blower motor** — Replaced 2026 · long life expectancy

TMC AI

With these parts this new, we don't recommend replacing this unit. We'd put your extra budget toward other assets that need it more, and keep RTU-1 running.

Ask about this unit...

WHY OUR AI IS BETTER

This isn't just any AI. It's a custom-built agent, made inside our business.

It works from the same parts data, manuals and job history our technicians rely on every day.

500,000+	5,000+	Real-time	Every job
part numbers at its fingertips	equipment manuals our technicians use to diagnose every day	solutions from every work order	we complete makes it smarter about your equipment

Generic AI tries to know a little about every system. Ours learns **your** building, your equipment and its history, and gets better with every visit.

Lower costs for us. Savings for you.

Most of our administration runs on efficient systems, so our technicians spend their time on site working on your equipment, not on paperwork. That lowers our costs, and we pass the savings on to you, with a better experience along the way.

Delivering what other contractors can't: **real-time insight into your facilities and operations, around the clock, at the touch of a button.**

SERVICE & MAINTENANCE AGREEMENTS

Keep your equipment running.

All the benefits of a **priority service and maintenance agreement**: less downtime and help first when you need it.

Prevent downtime

Scheduled maintenance catches small problems before they turn into breakdowns.

Keep assets running

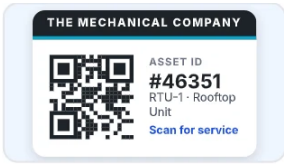
Clean, tuned equipment runs better, uses less energy and lasts longer.

Emergency support & response

24/7, first in line, with a guaranteed 4-hour High Urgency response on Priority and Enterprise plans.

Every asset, tracked and organized

in your client portal · Enterprise plans



Asset tracking

Every unit gets a **QR sticker** and its own ID. Scan it to request service or look it up.

Reports & checklists per asset

Every maintenance checklist and report, organized by unit.

Asset cost analysis

See what each unit costs you, and make repair-or-replace calls with real numbers.

Asset history report

Every visit, repair and report for the unit, in one timeline.

Our technicians see it too

For informed, common-sense repairs.

OPTIONAL ADD-ON · LIMITED-TIME OFFER

Asset Tracking setup: 100% FREE

On new Enterprise contracts signed before **February 1, 2027**.

No monthly fees · No subscription fees · Total control · Total insight

REGULAR SETUP FEE, PER LOCATION		
1–20 assets	~~$289.00~~	FREE
21–50 assets	~~$678.00~~	FREE
51–100 assets	~~$1,152.00~~	FREE
100+ assets		Contact us

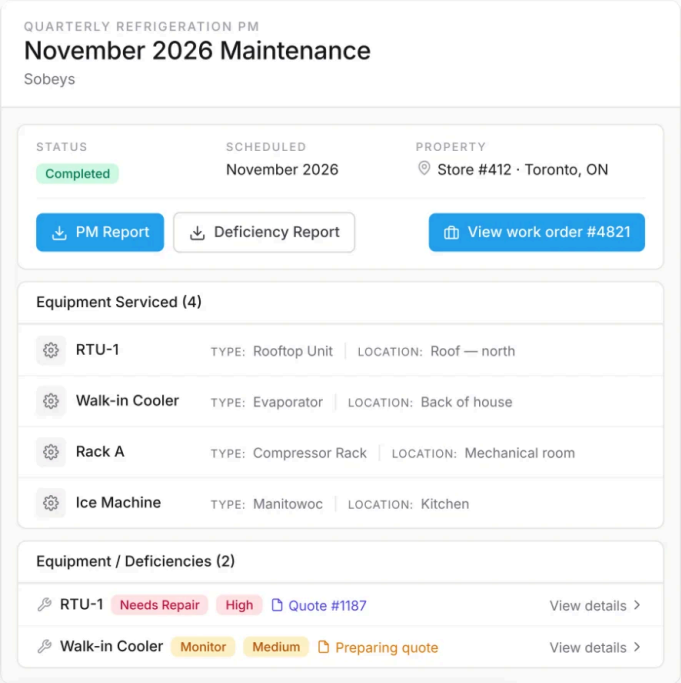
ALREADY A CLIENT? Free for existing clients on a current maintenance agreement of **3+ years**. On a 1-year agreement? **Contact us to extend it and qualify.**

YOUR CLIENT PORTAL · LIVE DECEMBER 1, 2026

What you get as a Priority Client with a maintenance plan

CLIENT PORTAL themechanicalcompany.ca/portal — Included with every Preventive Maintenance plan

Our custom software is complete, fully operational and released with every feature by December 1. Every visit, report, photo, work order and invoice is in one place, organized by location.



MAINTENANCE REPORTS

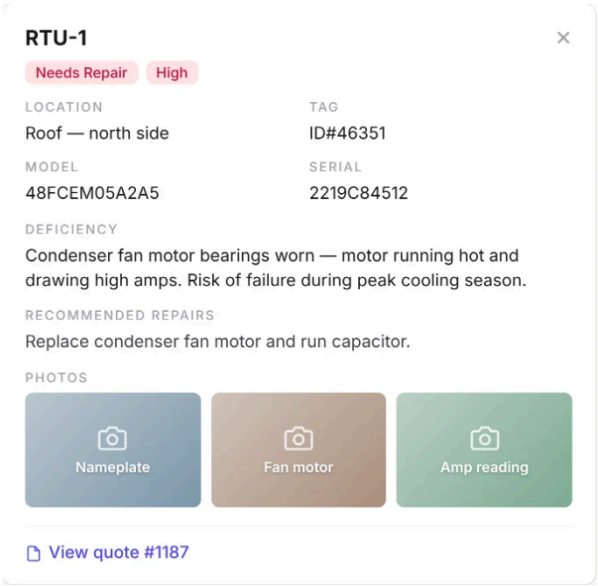
A full report after every visit

- See every piece of **equipment serviced**, its type and location
- Deficiencies are flagged with their status and repair urgency
- One tap to the **work order** and any quote for the repair

DEFICIENCY REPORTS

Every problem documented, with photos

- Location, model, serial and asset tag for each item
- What we found, and the repair we recommend
- **Photos** of the nameplate, the failed part and readings
- Linked straight to the quote, so approvals are quick



PDF REPORTS

A professional PDF report after every visit

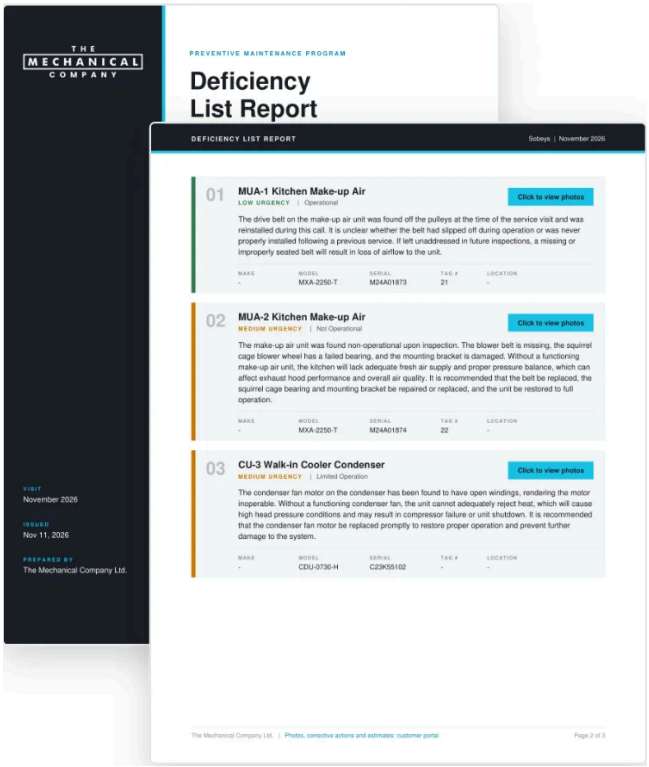
Download them from the portal the moment a visit is complete, and share them with your team, landlord or head office.

Preventive Maintenance Report

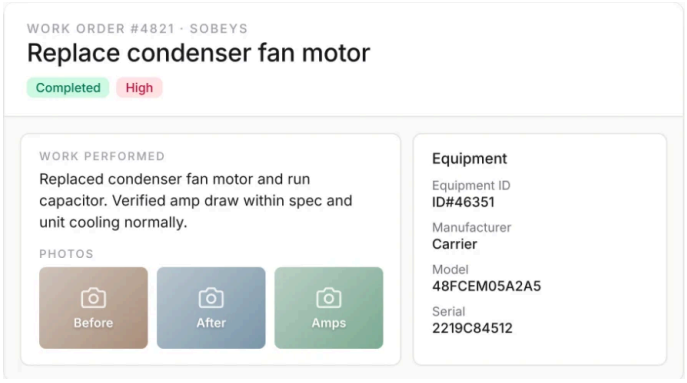


- Totals at a glance: equipment serviced, checklist items, deficiencies
- Every piece of equipment with make, model, serial and tag
- Every checklist item we completed, checked off
- One click to photos, linked jobs and quotes in your portal

Deficiency List Report



- Each deficiency colour-coded by repair urgency and operating status
- A clear description of what we found and what we recommend
- Make, model, serial, tag and location for each item
- **Click to view photos** of every deficiency



WORK ORDERS

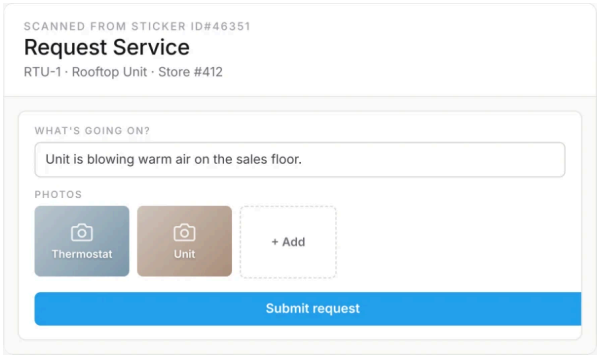
Every job documented, with photos

- What was done, and the equipment it was done on
- Before-and-after photos from your technician
- Linked to its quote and invoice

SERVICE REQUESTS

Request service from any asset

- Scan the QR sticker on the equipment, or log in to the portal
- Describe the issue and add up to 5 photos
- Track the request from submitted to completed



Everything in your portal

Scheduled maintenance
Every visit, month by month, with its reports

Quotes
Review and approve online, and add your PO#

Jobs
Live status on current work, plus full history

Invoices
Every invoice, viewable and downloadable as a PDF

Service requests
Submit by QR sticker or portal, with photos

PDF reports
Preventive Maintenance and Deficiency reports

Let's find the right plan for you.

Questions or concerns? We're happy to talk.

Sign before Feb 1, 2027 and Asset Tracking setup is on us.

Call **289-819-2421**

Email **admin@themechanicalcompany.ca**