

Company Profile

Airconditioning & Refrigeration Spares (Pty) Ltd.



Executive Summary

Why choose Air Conditioning and Refrigeration Spares (Pty) Ltd as your service provider?

Sustaining superior performance requires knowing what should change and what should stay the same. Starting a services focused company were conceived out of this evergreen topic on the art and science of management and the actionable truth to retain and improve customer satisfaction. The vision, mission and value system of the company reflects what management believes to be the key performance drivers for superior customer's service.

Our Vision

We envision a future where our customers would recommend our services based on their own experience

Our Mission

Our mission is to be the premier refrigeration and air conditioning contractor in our market, by providing 100% customer satisfaction through our quality installations and prompt professional service, ensuring long term profitability and excellent working conditions.

Our Values

Honesty and Integrity

Exceeding Customer Expectations

Communicate Openly & Effectively

Seek Innovative Solutions

Safety First

Promote Teamwork

Positively Impact Our Industry & Community



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We are pleased to provide the following information on Airconditioning & Refrigeration Spares (Pty) Ltd, our experience, capabilities and the services that we provide.

1. Company Information

Company Name: Airconditioning & Refrigeration Spares (Pty) Ltd.

Registration Number: 2012/082180/07

VAT Number: 4330262660

Business Address: 550 Gerrit Maritz Street
Pretoria North
Pretoria
South Africa

Telephone Number: 012 546 2060

Fax Number 086 775 4842

Cell Number: 076 168 9043 or 071 687 5433

Email: info@arspares.co.za

Website: www.arspares.co.za

Main Members: Llewellyn Kapp
Henry van den Berg



2. Areas of Expertise

Our capabilities are extensive and include the following:

- Design and Installation;
- Programmed Maintenance and Service;
- Air Conditioning and Refrigeration;
- Heating, Ventilation and Extraction;
- Cooling Towers (New and Upgrades);
- Process Cooling and Heating;
- Ducting Systems;
- Chillers and Boilers;
- Ventilation and Condensation Control;
- Products Storage and Chilling;
- Cold rooms, Freezer rooms and Walk-in fridges
- Supplying air conditioning & refrigeration units and spare parts

3. Company Background

Airconditioning & Refrigeration Spares (Pty) Ltd. Is a South African privately owned and operated commercial and industrial air conditioning and refrigeration Company, which has maintained steady growth and success.

The Company operates from Pretoria but does work all-around South Africa and surrounding areas. Many of our management and support staff have trade qualifications and extensive industry experience. The administrative functions of the business are very well resourced, enabling prompt and efficient processing and inquiry response.

Our business size means that we have the capacity to efficiently deal with large volumes of work, particularly during peak periods, whilst still maintaining an excellent level of customer service where our client's personalized requirements are met.



4. Our Valued Clients

We have established a client base who is extremely satisfied with the services that we provide. Some well-known organizations that utilize our services include:



BADER SA



5. References

You may like to contact the following clients to confirm the reliability and capability of our company, be it within the service, maintenance or installation areas.

- | | | |
|-----------------------------|-----------------|--------------|
| • FNB | Natasha Asaram | 087 577 9509 |
| • Ohlhorst Africa (Pty) Ltd | Rui Lavarinhas | 012 327 2411 |
| • Bader SA | Jacques Smit | 083 327 7706 |
| • Adidas SA | Annemarie Naude | 083 678 6640 |
| • Clicks Group | Annie du Toit | 011 222 5848 |
| • Broll Properties | Christo Jansen | 012 470 8660 |
| • Famous Brands | Bradley Wilson | 011 651 5970 |
| • Spur | Hannes Roos | 012 549 2274 |

6. Service Operations

The service department is responsible for Routine Preventative Maintenance, Breakdown Response and Repairs. Our competent field staff drives modern vehicles, are well presented in company uniform and carry identification at all times. Appropriate Personal Protective Equipment is utilized and a Job Safety Analysis is undertaken for each and every job.

The department is genuinely committed to providing a proactive service to our valuable clients; with the focus on reducing unnecessary breakdowns and minimizing plant downtime, primarily through the implementation of an excellent preventative maintenance program.

Wherever possible, the tradesperson who is allocated to routinely maintain the site will also be scheduled to undertake breakdown and repair work and in most instances personally, prepare any necessary quotations. On larger premises, we ensure that a second technician is also rotated through to ensure that there are at least two technicians with site specific knowledge.

Airconditioning & Refrigeration Spares (Pty) Ltd places a high priority on prompt breakdown attendance in the event of any plant failure. We have a sophisticated job allocation system which takes into account the client's business; availability of the regular technician; work location; job difficulty and urgency with immediate response to critical areas being a priority.

We also offer a *genuine* 24-hour emergency breakdown service, covering everyday of the year. Our normal business hours are 7:30 am to 5:00 pm Monday-Friday (excluding public holidays) and we have two technicians on the after-hours roster each week. Should neither of them respond to a call within 10 minutes, the call will escalate to team leaders, supervisors and then management, thus ensuring that your breakdown is attended to.

Airconditioning & Refrigeration Spares (Pty) Ltd also have a special arrangement with one of our major suppliers whereby we can have 24-hour access to spare parts if urgently required.

We only utilize staff with the skills and qualifications appropriate to the work being undertaken.

Generally, the majority of work is undertaken by our experienced Refrigeration Technicians, at times accompanied by an experienced Trade Assistant or Apprentice to assist with lifting, fitting parts and cleaning filters etc.



7. Contracting / Installation Department

Airconditioning & Refrigeration Spares (Pty) Ltd offers qualified personnel with the expertise to provide air conditioning and refrigeration advisory service for clients who may be contemplating upgrading, modifying or extending current systems. In addition, we are able to provide a service for clients who are building new premises providing advice on the best system to install.

In addition to the advisory service, Airconditioning & Refrigeration Spares (Pty) Ltd have the capability to undertake any tasks required to install, modify or upgrade any air conditioning or refrigeration system and to subsequently maintain the equipment.

The contracting department primarily concentrates on an installation service to meet client's needs.

8. Site Folders

Folders relating to each individual maintenance site comply upon commencement of a maintenance program. These folders can contain the following information: Equipment to be maintained; Service schedules; Works schedules; Plant layout with equipment location; Site log book and Site special requirements.

These folders act as a ready source of information on the equipment and service details. Upon completion of a maintenance visit, a service report is completed. This serves as a record of all work carried out. Recommendations for work considered necessary to maintain the plant in a reliable condition are also detailed in the report.

9. Training and Quality Service

The Company is committed to quality service and Best Practice work methods. We have undertaken numerous steps to ensure that we provide what is expected by our clients. Airconditioning & Refrigeration Spares (Pty) Ltd undertakes regular training and monitoring. Our staff has regular toolbox, safety, and product training sessions, and a number of our field technicians are undertaking an Advanced Diploma of Refrigeration. In addition, all of our technicians have undertaken the mandatory Rescue and Resuscitation Training and every two years complete Health and Safety Training.



10. Rules of Customer Service

To accomplish our mission, a foundation of core values as reflected on the first page of this document was developed, agreed upon, and implemented by the management team. Our customer satisfaction is a constant measure of achievement for our team. While there is no doubt that this satisfaction is due to our commitment to our customers, it is also directly related to the values through which Airconditioning & Refrigeration Spares (Pty) Ltd manages its operation. Apart from the values already mentioned we also embrace

- Leadership
- Fairness
- Individual Contribution
- Reliability
- Strong Work Ethics

11. Products that we provide

We prioritize your need for comfort & peace of mind but also value your need to do it in a way that conserves costs, energy and benefits the environment. Therefore we use eco-friendly air conditioning units. We utilize all major brands in SA such as:

- Mitsubishi
- Daikin
- LG
- Samsung
- Dunham-Bush
- Jet-Air
- Alliance Air
- Infinity
- Carrier

Prices available on request.



12. Guarantee

All our air conditioning equipment and refrigeration products come with the full product and workmanship guarantee.

13. Geographic Coverage

The Company operates from Pretoria but does work all-around South Africa and surrounding areas.