



The Invisible Service Technician

how would you like to...

- add additional revenue sources
- attract new customers with a unique product/service offering
- maintain customer satisfaction and loyalty

What if...

What if you could provide your customers with a premium service, the likes of which had only been offered before in large corporate markets?

What if you could maximize the value of one of their (or your) most expensive purchases? What if you could promise continued savings for the life of that investment?

What if you could offer them an affordable, fully automated HVAC&R monitoring system that tells them when it needs attention?

Predict and Prevent

Introducing the Invisible Service Technician Monitoring Service – a remote, web-based monitoring and diagnostic system for residential and light commercial HVAC&R systems. At the heart of this service is the award-winning IST Monitor. This innovative device enables home and business owners, developers, and their HVAC&R contractors to receive instantaneous updates on the condition of their equipment, allowing them to *predict and prevent* a problem before it becomes a disaster.

Your Customers will Thank You

The Invisible Service Technician allows you to offer a premium service to your customers that they will appreciate more and more with each passing year. IST allows your customers to:

- > LOWER THEIR UTILITY BILLS
- > PROTECT THEMSELVES FROM PROPERTY DAMAGE
- > REDUCE EQUIPMENT REPAIR COSTS
- > ENJOY PEACE OF MIND WITH AN AUTOMATED SYSTEM



The Award-Winning
IST Monitor

Historically, HVAC&R equipment monitoring and reporting was only available to large corporate entities in the form of costly Building Management Systems (BMS). IST delivers the most valuable features of these complex systems in an affordable package that's as easy to use as it is to install.

AHR EXPO®

BUILDING AUTOMATION

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AWARD
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Innovation by Automation

So how does this service work, anyway? The answer - simply. The IST monitor comes packaged with a suite of temperature and switch sensors that have been specially selected for each application, which makes the installation itself a very quick process. Once the monitor is installed and activated, the magic begins.

We've summed up the process in three easy steps:

> DETECT DEVELOPING PROBLEMS

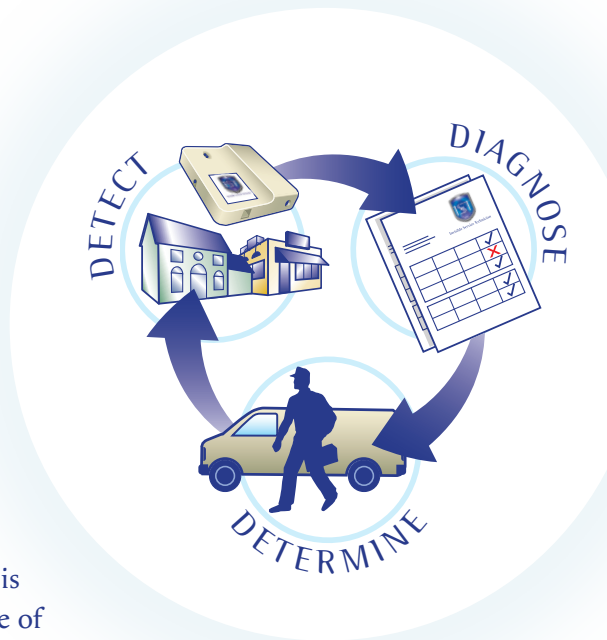
The IST Monitor continually evaluates the internal operations of the HVAC&R equipment, reading 6 temperatures and up to 16 switches and sensors, and reports this data to the IST Data Center. Your customer and their contractor can remotely access these reports at any time through our web site.

> DIAGNOSE THE CAUSE

When a sensor on the IST Monitor detects any operation outside of the pre-set standards, the monitor immediately reports the information to the data center, alerting your customer and their contractor by E-mail, fax, text message and/or pager. This information is used to diagnose the severity and nature of the problem.

> DETERMINE THE COURSE OF ACTION

Once the diagnosis is made, it can be determined whether immediate attention or a simple adjustment on a routine service call is required. The customer is then contacted with a recommended course of action, ultimately preventing costly expenses such as emergency visits or complete equipment failure.



Additional Revenue for You

Invisible Service Technicians, LLC offers each builder/developer a revenue sharing plan that will earn you annual residual income from the sale of every monitor. For more information on the revenue sharing plan, or to learn how to view live reports of an active monitor, please call us at 866.763.5500 or E-mail us at customerservice@istmonitor.com.

Visit us on the Web

For more information regarding what IST can do for you, please visit our web site at www.istmonitor.com.

