



The Invisible Service Technician

How would you like to offer your customers...

- lower utility bills
reduced equipment repair costs
- extended HVAC&R equipment longevity
- prevention from property damage and inventory spoilage
- peace of mind

while you...

- attract new customers with an unique product/service offering
- increase the efficiency and productivity of your technicians
- maintain customer satisfaction and loyalty

What if...

What if you could provide your customers with a premium service that had previously only been offered in large corporate markets?

What if you could maximize the value of one of their most expensive purchases?

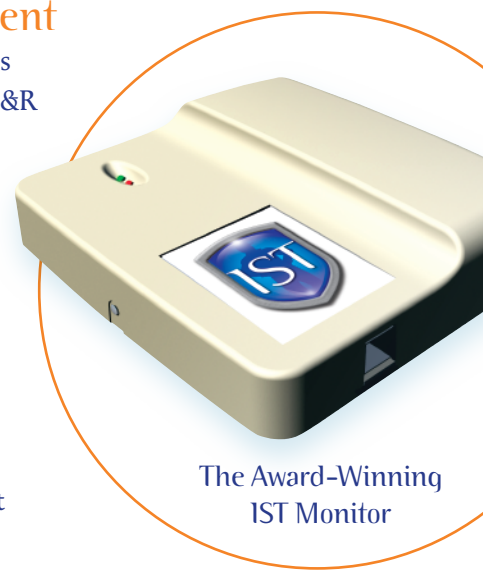
What if you could offer them an affordable, fully-automated HVAC&R monitoring system that tells you when their equipment needs attention?

Predict, Prevent and Connect

Introducing the Invisible Service Technician (IST) Monitoring Service – a remote, web-based monitoring and diagnostic system for HVAC&R equipment. This innovative system enables you and your customers to receive instantaneous notification when their HVAC&R equipment performance is deteriorating. Not only does this help you to *prevent* a problem before it impacts your customer’s bottom line and comfort, but it also creates an ongoing, responsive and partnering connection between you and your customers.

Easier on You, and the Environment

Research commissioned by the United States Department of Commerce shows that HVAC&R energy consumption accounts for 34% of a typical utility bill for a light commercial building and 56% for an average home. When you consider that 70% of all HVAC&R systems under-perform, there is a huge efficiency void which the IST Monitor can fill. Increased efficiency means reduced energy consumption and extended equipment life, saving your customers money and helping to save the environment at the same time! You will find the Invisible Service Technician listed in the GreenSpec® Directory as an environmentally-preferred energy conservation product.



The Award-Winning IST Monitor



Innovation by Automation

The IST Monitor comes packaged with a suite of temperature and switch sensors that have been specially selected for HVAC&R equipment applications. Once the monitor is installed and activated, the three-part process begins:

> DETECT DEVELOPING PROBLEMS

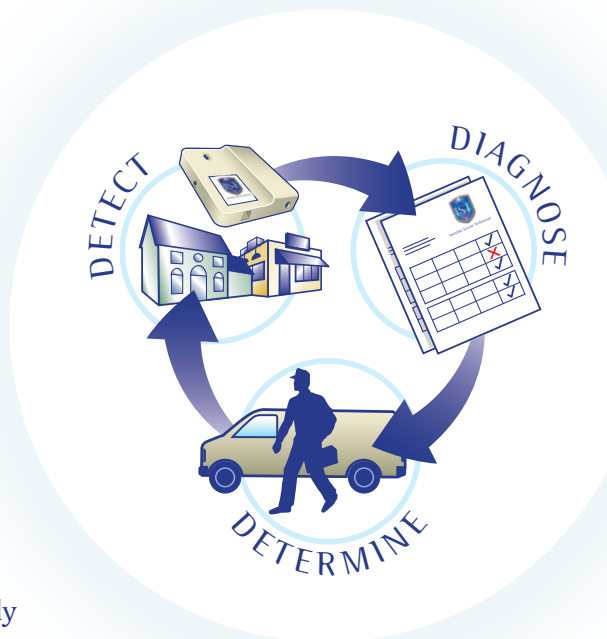
The IST Monitor continually evaluates the internal operations of your customers' HVAC&R systems, scanning a number of common problem areas on their equipment and reporting this data to the IST Data Center. These performance reports are always available online for you and your customer to review.

> DIAGNOSE THE CAUSE

When a sensor on the IST Monitor detects any operation outside of the adjustable, pre-set standards, the monitor immediately reports the information to the IST Data Center, instantly alerting you and your customer by email, fax, text message and/or pager that a fault condition exists. This information is used to diagnose the severity and nature of the problem(s).

> DETERMINE THE COURSE OF ACTION

Once the remote diagnosis is made, you can send your technician out with the right tools and parts to fix the problem in one visit, ultimately saving you time and preventing your customers from costly expenses such as complete equipment breakdown.



You're in Control

The magic of the IST Monitor is in its web-based interface. Designed with you in mind, it's easy to use, readily customizable and accessible from anywhere. Customized settings allow you to configure the IST Monitor to suit the needs and requirements for all your HVAC&R applications:

- > Adjustable time delays and alarm dependencies prevent false alarms.
- > Automated temperature calculations increase your capacity to make accurate remote diagnoses.
- > In addition to reading temperature and monitoring the thermostat outputs, we offer UV light sensors, current sensors, water level drain pan sensors, door switches and more.

The IST Monitor's adaptability and reliability give you all the information you want or need to stay permanently connected with your customers. To learn more about the IST Monitor and see its magic in action, contact us at 866.763.5500 or visit our website at www.istmonitor.com.



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