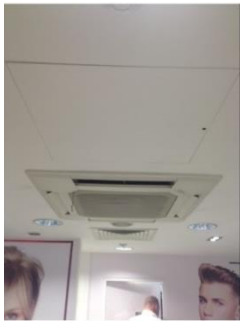


Case Study

For Your Perfect Indoor Climate



Key Benefits

- ✓ No contract unless you want one.
- ✓ Saves time and hassle - we do the organising for you.
- ✓ Only one point of contact for all salons.
- ✓ Quick response.
- ✓ Suitable for commercial properties and homes and single or multiple sites.
- ✓ Suitable for all air conditioning systems.

Flexible 'No Contract' Air Conditioning Call Out Option for TONI&GUY

The Problem:

Award winning hairdressers TONI&GUY needed help with their air conditioning. Hair salons have a unique environment: hair clippings and hair products, combined with high levels of heat and humidity from styling equipment, can clog up air conditioning equipment. Air conditioning breakdown can quickly create an uncomfortable indoor climate for both clients and staff. This can soon impact on the salon's reputation for providing a wonderful customer experience.

TONI&GUY needed a reliable and friendly air conditioning company to manage the repair of air conditioning breakdowns for eleven of their salons. They preferred a flexible approach and did not want to sign up to a planned maintenance plan. They also wanted only one point of contact – someone who would help them as and when required and make the process as easy as possible.

The Solution:

TONI&GUY are not tied into a contract: They call The Ingenious Air Company's dedicated Project Co-ordinator whenever they need an engineer to attend a site. Their Project Co-ordinator has taken time to understand their needs and requirements. This single point of contact saves time and hassle as they can relax and leave the organising to us.

Weekly email updates ensure the TONI&GUY team know exactly when works are scheduled and which works have been completed. They don't waste valuable time chasing up individual engineers. Free quotations are provided for all works undertaken.

Follow Up:

TONI&GUY are happy with their 'call out only' model. Engineers attend site as required, when a breakdown occurs. Payment is made within thirty days of the visit, depending on the repair works required.

TONI&GUY:

"Many thanks for supporting TONI&GUY over the past year or so. We appreciate your support and response times from a potentially demanding client."



The Ingenious Air Company - WINNER of 'Most Innovative Company' at The Business Excellence Awards 2014

Call for a FREE quotation today on **0800 7316352 / 01268 544530** or email info@ingenious-air.co.uk. Find out more at www.ingenious-air.co.uk. We help with all your air conditioning needs.

Planned Preventative Maintenance · No Contract Flexible Maintenance · Service & Repair Works · New Installations