

## CUSTOMER SERVICE CHARTER

Welcome to MCAS

Founded in 1998 Mechanical Constructions Air Services Pty Ltd (MCAS) is a privately owned West Australian based company.

We are a growing energetic company specialising in Service, Maintenance and Installation of HVAC equipment

We have developed an excellent reputation for quality and timely delivery in the commercial air conditioning market.

MCAS is committed to providing the industry and its clients with fair cost and quick, turn around with competent technical assistance

MCAS prides itself on premium efficient service with its prime objective to reduce clients operating costs, improve system performance and ultimately achieve client satisfaction.

We are constantly looking to implement new and innovative ways for continual improvement to work practices with a proactive approach, reliability, flexibility and commitment to benefit our customers and ensure they are satisfied beyond their expectations.

### **Our Services Offered**

- Maintenance Programs and Contracts to suit requirements
- Service, Repairs, Replacements, Upgrades
- Project Management
- Building & Tenancy Fit Outs
- Greenhouse Building Ratings
- 24 / 7 Breakdown Response
- Small Projects
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### **Our Clients**

We are fully aware of the important nature of some of the facilities our customers are involved in and deal with any issue that arises as quickly and effectively as possible. This ensures continued operation of systems and all parties involved, Managers, Tenants, Owners or Facility Managers are more than satisfied with the outcomes.

Depending on our clients needs whether it be, reporting, quoting or recommendations we work closely with our clients to ensure their requirements are achieved.

We keep our customers informed at each step of the way and work closely with them so they are aware of the progress of any works and program in place.

- We work closely with our clients to exceed their expectations
- We offer quick response times and turn arounds
- Access to all management 24/ 7 / 52

### **Our commitment to our clients**

MCAS point of difference is that we treat our clients, business associates and staff with respect and courtesy not just as a number and where customer service is part of the experience treat everybody as individuals

- Dealing with enquires professionally and effectively
- Polite, courteous with clear and concise outcomes
- Provide proactive approach, reliability, flexibility and commitment to benefit our customers
- Ensure they are satisfied beyond their expectations
- Deal with any queries or feedback quickly and efficiently
- Work closely with our clients and communicate effectively
- Keeping our clients informed of outcomes

## Standards

MCAS technicians are fully qualified in the Refrigeration and Air Conditioning field with all relevant and necessary licenses and accreditations including restricted electrical Licenses allowing them to carry out electrical repairs relating to the field

MCAS follows guidelines set out by the industry and comply with relevant AIRAH and Australian Standards.

- Technicians carry all relevant certifications and licenses to comply with statutory requirements for W.A
- Commitment to follow OHS systems and requirements
- Carry out ongoing training and commitment for improvement
- Comply with clients safety requirements
- Carry out any safety inductions for site specific areas.
- Always take other people, public into consideration with safety

## Contact with MCAS

MCAS office are open from 8am to 5pm 5 days a week. All staff are available during the working hours with after hours services available to our clients.

### Contact facilities

- Web page [www.mca.net.au](http://www.mca.net.au)
- Phone 08 9303 3200
- Fax 08 9303 3299
- Emails

All service technicians are contactable via either mobile phone or ipads in the field via the office.