



## Why Use Independent Contractors?

Many people operate under the assumption that the manufacturer is the best qualified to service and repair large chiller systems. They believe that they have superior training, and more technical information, and better access to repair parts.

As the old saying goes “it just isn’t so”. Some independents are their equal or superior in some cases and offer benefits that the manufacturers can’t or won’t offer.

Independent Contractors Exchange Group (ICE) members are dedicated to providing the best trained technicians, equipped with the latest and best equipment, backed up by top quality parts sourcing for all products. Members of the Independent Contractors Exchange Group (ICE), have access to technical training, and parts resources that are without equal. The ICE group is a nationwide group independent contractors that specialize in large chiller service <http://www.icegroup.org/>. Membership is by application and prospective member’s qualifications are carefully checked.

**Training:** Members spend tens of thousands of dollars per year on training classes. These classes are offered by either the various manufacturers or by independent training organizations. Some of that training is actually above and beyond that offered by the manufacturer.

**Information Availability:** What member companies don’t have they can locate using the ICE group list serve which is monitored by some of the best minds in the business.

**Repair Parts:** ICE Group members not only have access to multiple sources of replacement parts, they have low cost substitutes for Original Equipment Manufacture (OEM) items and access to many obsolete items. If a system requires upgrade, member companies are not limited to the manufactures upgrade kits. They can make excellent products available for many types of system upgrades including VFD Installations, advanced microprocessor controls, solid state and many types of compressor upgrades or conversions.

**Testing:** Members have the ability to perform all types of non-destructive analysis including oil wear metal analysis, vibration testing, bearing testing, eddy current tube analysis and several types of motor testing.

**Finally,** with an independent contractor you receive:

- Pricing that is almost always lower than the manufacture;
- Have high level access to local owners who have control of operations and policies;
- A customer service orientation based on having to earn your business instead of having the name on the control panel;
- And warranty handling that reflects the value and quality of the relationship not the terms and conditions of the contract.

All of these lead to high quality service and lower costs.

Independent contractors are the technically and economically smart choice.