



## IoT Insight EMPOWERS HVAC Service Techs

### Beating the HVAC-repair guessing game

For HVAC technicians, being prepared for a service call is bit of a guessing game. You know the heating or the cooling system isn't doing its job, but you don't always know what the specific cause is. And if you don't know which element of the system is malfunctioning, you may not have the right part or equipment to service the problem on the first visit. Over time, this leads to a lot of wasted time for customers and clients. But what if there was a way to know which part of the system had gone wrong before you even arrived? That's exactly what happened when a Granite State HVAC tech arrived at an office building in New Hampshire. What alerted him?

### Smart HVAC from OptumSoft.

### IoT solutions empower service technicians

In the HVAC industry, success is built on referrals from satisfied customers. Simply put, happy customers tell their friends about what a great job you did...and dissatisfied ones post one-star Yelp reviews that drive prospects away. That's why Granite State Plumbing & Heating, a division of Comfort Systems USA, prides itself on its quality of work and service. Being the largest mechanical company in New Hampshire, Granite State has consistently invested in the latest HVAC technology. The company already boasts its own in-house CAD department for custom installations, so it's no surprise that they would become Internet of Things (IoT) pioneers by partnering with Optumsoft to install its cutting-edge Smart HVAC solutions. Since the system was implemented, Smart HVAC has come in handy on more than one occasion, cluing technicians into the causes of problems and helping them restore functionality in a matter of hours, not days, weeks, or months.



### Smart HVAC identifies issues before occupants even notice the effects

When a charred contactor led to a malfunctioning rooftop unit at a local office building, Smart HVAC's automated sensors were the first to notice the issue. Though the heat seemed to be working from inside the structure, Smart HVAC identified and reported a 10- to 15-second-long spike in amperage: A blower that usually runs at four or five amps was suddenly consuming 30 amps of current. Sure enough, the heat was out by the next day, and the office requested a technician. Thankfully, Smart HVAC's alert about the amperage spike gave the Granite State technician a heads up that the contactor may have been damaged, and as a result he was better prepared for the task. A call that normally would have come in as a vague "no heat" was instead supplemented with the kind of specificity HVAC technicians need to get the job done on the first trip out, keeping the customer happy and allowing the technician to respond to more calls, faster.

“On multiple occasions, Smart HVAC alerts have empowered our service techs to quickly locate the problem and restore heat. **It's been a valuable resource.**”

“Working with Optumsoft has been a pleasure,” says Steve Osborne, Granite State's service manager. “Their teams are responsive and eager to help with installation and support. On multiple occasions, Smart HVAC alerts have empowered our service techs to quickly locate the problem and restore heat. It's been a valuable resource.”

Henk Goosen, CEO of OptumSoft, says, “One of the hardest things about HVAC repair calls is planning ahead. You never know how long a repair will take or what tools and materials you'll need. In the HVAC service industry, quality and speed of service is everything. If a company can diagnose issues quicker, customers will notice and they'll refer their friends. That's what IoT can do for HVAC service companies.”

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