



NEWS RELEASE

Mechanical Service Contractors of America

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FOR IMMEDIATE RELEASE

FOR MORE INFORMATION

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FOUR MORE CONTRACTORS ATTAIN MSCA STAR STATUS

Rockville, MD (February 3, 2005) – The Mechanical Service Contractors of America (MSCA) is pleased to announce that four more MSCA contractors have qualified as MSCA STARS, bringing the total number of MSCA STAR Qualified Contractors to 24. The new MSCA STARS are:

- Cal-Air, Inc. Northern Region, San Jose, CA;
- Coleman-Spohn Corporation, Cleveland, OH;
- Commonwealth Air Conditioning and Heating Co., Inc., Boston, MA; and
- T.H. Eifert, Inc. Mechanical Contractors, Lansing, MI.

Contractors designated as MSCA STARS have proven that they are an experienced service contractor, employ the best trained and most qualified workforce including UA STAR certified technicians, maintain a superior safety record, offer outstanding customer service, and focus on continuing education and training for all employees. Hiring a contractor with the MSCA STAR designation will ensure customers that their buildings' systems are in the hands of the most qualified and competent contractors available.

MSCA's newest STARS represent another exceptional group of contractors. Cal-Air, Inc. Northern Region joins its two sister companies, Cal-Air Whittier and Cal-Air Sacramento, in being recognized as an MSCA STAR. Forty three percent of Cal-Air Northern Region's service journeymen are UA STAR certified—the only HVACR technician certification program which is ANSI accredited and ISO 9000 certified. Cal-Air has implemented an extensive safety program and excellent customer service is required of every employee.

Coleman Spohn Corporation has implemented a comprehensive truck inventory control system as well as a tool inventory program. They also take pride in their excellent customer service.

According to one customer, "Their response time on emergencies and other situations involving our HVAC systems has been over and above the norm."

Commonwealth Air Conditioning and Heating Co., Inc. prides itself on its outstanding safety program. CommAir provides technicians with weekly Toolbox Talks in their paychecks as well as monthly safety meetings. In January 2004, they introduced ZAP (Zero Accident Program) and a Driver's Alert program to their employees. They constantly strive to maintain the highest levels of customer service satisfaction and have developed, based on customer feedback, a performance standard for each service call. Customer satisfaction surveys are sent, and the results and feedback are reviewed to improve performance.

The emphasis at T.H. Eifert, Inc. is on education, customer service, and safety. Employees are afforded many opportunities to take advantage of training and educational programs. A priority is also placed on customer service and their mission is to provide exceptional value to customers by maintaining the highest standards of quality, integrity, and ethics in all their work. A comprehensive safety program has also been implemented.

Current MSCA STARS are:

- Adrian Mechanical Services Co., Adrian, MI
- Air-Ex Air Conditioning, Inc., Pomona, CA
- Airtech Air Conditioning, Miami, FL
- Cal-Air, Inc., Whittier, CA
- Cal-Air, Inc., Sacramento, CA
- Cal-Air, Inc., San Jose, CA
- Coleman Spohn Corporation, Cleveland, OH
- CommAir, Inc., South Boston, MA
- Commercial Refrigeration Service Corp./Commercial Mechanical Services, Rockford, IL
- D.P. Wolff, Inc., Hawthorne, NY
- ENTEC Services, Inc., Peoria, IL
- F.J. Murphy & Son, Inc., Springfield, IL
- Hurst Industries, Belmont, MI
- Indoor Environmental Services, Sacramento, CA
- J.F. Ahern Company, Menomonee Falls, WI
- John E. Green Company, Inc., Lansing, MI
- Mechanical, Inc., Freeport, IL
- Soder Mechanical, Tulsa, OK
- Stroh Corporation, Des Moines, IA
- T.H. Eifert, Inc., Lansing, MI

- The Enterprise Corporation, Twinsburg, OH
- Thermalair, Inc., Anaheim, CA
- Thermodyne Mechanical Services, Northbrook, IL
- W.E. Bowers & Associates, Inc., Beltsville, MD

To apply for MSCA STAR qualification, a contractor must complete a detailed application and submit copies of its safety program, safety record, inventory control system, education and training programs for employees, customer service program, and letters of recommendation. An independent evaluation of the applications is performed by the National ITC Corporation of Los Angeles, CA. Once companies have been qualified as MSCA STARS they receive a complete packet of marketing materials plus a certificate of recognition and other promotional materials.

For additional information on MSCA STAR qualification, visit www.msca-star.org or contact Barbara Dolim at (bdolim@mcaa.org).

Since 1975, the Mechanical Service Contractors of America has provided large and small heating, ventilation, air conditioning, and refrigeration service contractors with management and marketing tools, training and education programs, and government and labor relations. MSCA has more than 1,100 contractor members and is a subsidiary of the Mechanical Contractors Association of America.

The Mechanical Contractors Association of America (MCAA) serves the unique needs of approximately 2,300 firms involved in heating, air conditioning, refrigeration, plumbing, piping, and mechanical service. We do this by providing our members with high-quality educational materials and programs to help them attain the highest level of managerial and technical expertise. MCAA includes the Mechanical Service Contractors of America, the National Certified Pipe Welding Bureau, the Plumbing Contractors of America, and the Manufacturer/Supplier Council.

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