



NEWS RELEASE

Mechanical Service Contractors of America

1385 Piccard Drive
Rockville, MD 20850

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION

Barbara Dolim
bdolim@mcaa.org
301-869-5800

31 CONTRACTORS NOW RECOGNIZED AS MSCA STARS

Rockville, MD (May 9, 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 thirty-one. The new MSCA STARS are:

- ACCO Engineered Systems, Glendale, CA;
- HMC Service Company, Louisville, KY;
- Ray Martin Company of Omaha, Omaha, NE; and
- Wittler Young Service Company, Los Angeles, CA

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 a distinctive group of contractors. ACCO Engineered Systems is a 71 year old company and one of the largest firms in the western United States. They employ 33 UA STAR certified technicians who continue to receive safety and skills training throughout their employment. ACCO prides itself in having an effective on-going educational program designed and selected to inspire excellence in all of their employees. Their commitment to safety is obvious through their comprehensive Team Safety employee program. Excellent

truck inventory control and tool management programs have been implemented as well. ACCO's on-going customer feedback survey program, called Customer Care Call Review, ensures the highest standards of customer satisfaction.

HMC Service Company in Louisville, KY sets the highest standards of safety on all of their projects. Employees at all levels diligently work to implement the company's policy of maintaining safety and occupational health. A comprehensive fleet safety program is also high priority. HMC employees frequently attend manufacturer-sponsored training programs to stay abreast of the latest technologies. The company's customer service program guarantees quality service, cost effectiveness and on-time performance.

Ray Martin Company of Omaha, NE has been in business since 1947 performing service and installation of plumbing, heating, air conditioning and process piping systems. Over 50% of their service technicians have successfully passed the UA STAR exam. Ray Martin Company's commitment to customer service is evident throughout their company and they continually exceed their customers' expectations. One customer noted that the company "has repeatedly performed above and beyond the call of duty." Their comprehensive safety policy is an integral part of their everyday operations as well.

Wittler Young Service Company in Los Angeles specializes in air conditioning service with a focus on highly trained technicians. Wittler Young's commitment to education is evident and they offer a full range of training seminars to their employees. They have implemented a comprehensive truck inventory control system as well as a tool inventory program. They take pride in their excellent customer service and receive high marks from customers.

For a complete list of all current MSCA STARS, go to:
<http://www.mcaa.org/msca/mscastar/ourstars.cfm>.

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.msccstar.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.

###