

Home Builder Information Pack

Air Conditioning Installations
& After Sales Service





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Knowledge and Expertise We're Happy to Share

Our exponential growth is a testament to over **15 years** of continued excellence and unparalleled service.

Established in 2004, Air Conditioning Guys (ACG) has fast become an industry leader in the supply, installation, service and maintenance of air conditioning systems.

Unlike other air conditioning companies, we provide a 360-degree approach to our work, offering complete services across vertical and horizontal supply chains, including the supply, installation and maintenance of air conditioning systems for a variety of client types and project sizes.

We are a proud family-operated company who have expanded rapidly in NSW, with an extensive team of over 100 in-house professionals, all of which are qualified and accredited in the trade.



4

Locations Across
New South Wales

100+

Employed In-House
Technicians

1500m²

Warehouse
Located in Sydney

6000+

Air Conditioning
Installations Annually

30+

Service Vehicles
Across NSW

10+

Specialist Brands
Across our Network

Exceptional Service That Home Builders Trust.

At ACG, we have put our experienced team to great use and have become catalysts for quality in the industry.

By remaining **committed to superiority**, our capabilities have labeled us as leaders and innovators in the air conditioning industry.

Our capabilities include but are not limited to, providing industrial refrigeration, air conditioning systems, heat transfer equipment and maintenance. Delivering nothing less than high quality, our qualified and professional technicians dedicate themselves daily to providing a tailored approach to every client, with the appropriate support and guidance.

We are a trusted partner and supplier of industry-leading brands, stocking a variety of different styles directly from Australia's most successful companies including **Daikin, Fujitsu, Samsung, ActronAir, Mitsubishi Electric, Hitachi** and more.

With over 25,000 completed projects, an average project value over 1 million dollars, a board of directors, 15 back office staff including estimators, project managers, senior construction managers and over 100 on-site tradesman and technicians, we can proudly say we exceed our customers' expectations by finding and implementing the right long term, sustainable solutions for their projects.

A Philosophy of Family Builds a Climate of Trust

A product of family, ACG places **integrity as the cornerstone of our management ethos** resulting in the constant improvement of every facet of our business.

As a business, we aim to deliver unsurpassed quality services across NSW, guided by a three-tier philosophy that will allow the company to successfully face adversity and meet the challenges of the building industry.

In addition to this, we are devoted to ensuring transparency among all stakeholders, both internal and external, while simultaneous encouraging openness and fairness, without compromising customer satisfaction in any way.



Our Beliefs

Passion drives our commitment.

Trust upholds our reputation.

We have a responsibility to the **community**.



Our Values

Excellence in delivering customer value.

Professionalism through our expert ability.

Integrity through openness and honesty.



Our Outlook

Our **proactive** approach reflects shifts in consumer trends and business environments.

Smart, realistic and concrete action plans are invaluable.

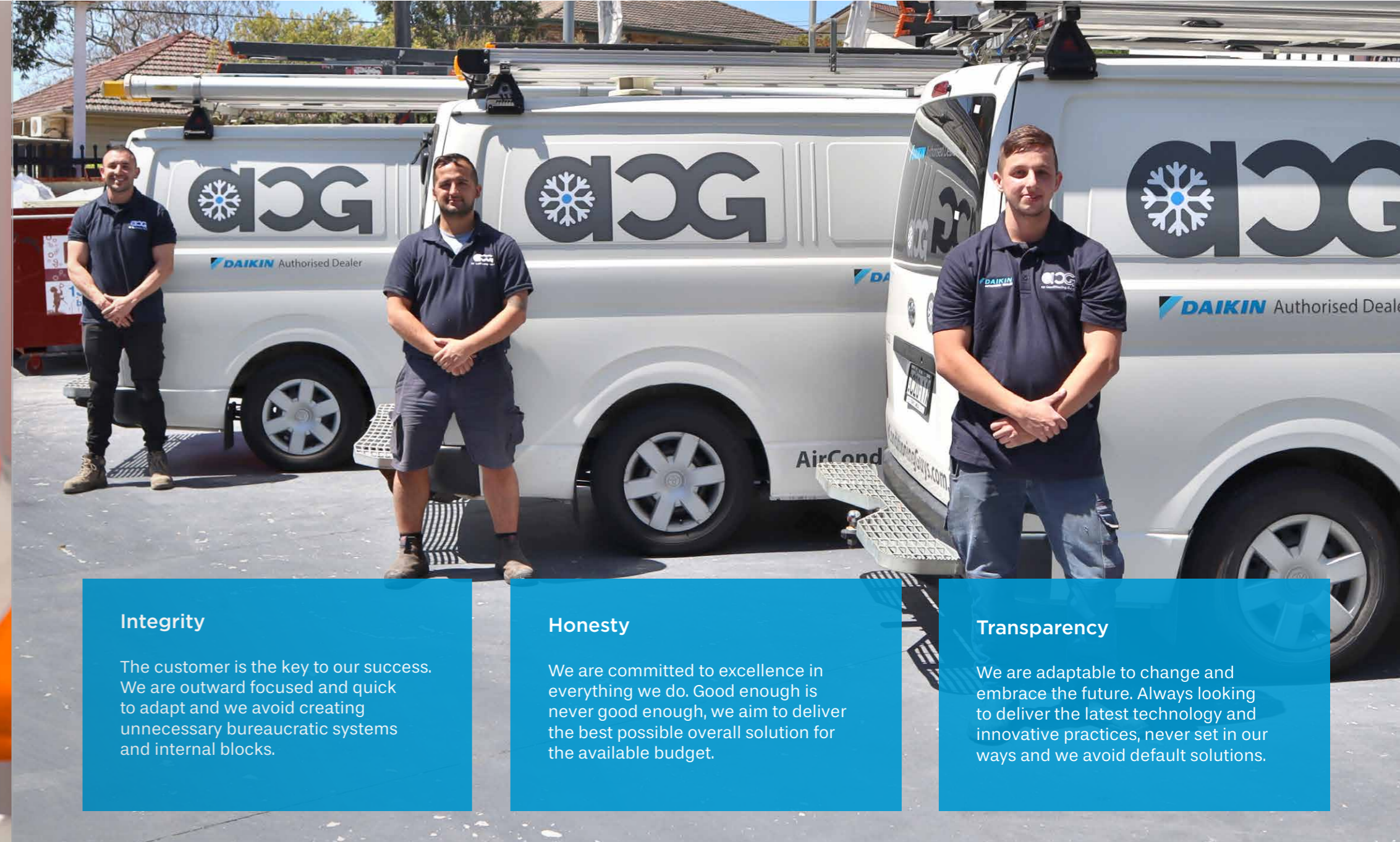
Practicing and implementing **sustainability** is uncompromising.

Our Mission

To continuously provide a tailored approach to clients through maintaining **unparalleled professionalism, integrity, honesty and transparency** while simultaneously providing air quality, second to none.

Our Vision

To continue to lead the air conditioning industry as well as uphold the highest calibre of **genuine quality, innovation and service** through focus, drive and consistency in efforts.



Integrity

The customer is the key to our success. We are outward focused and quick to adapt and we avoid creating unnecessary bureaucratic systems and internal blocks.

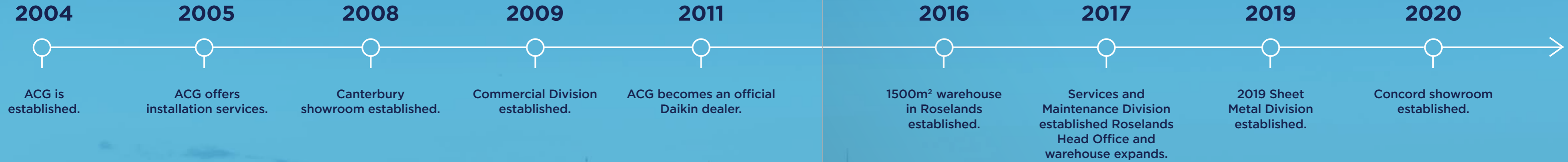
Honesty

We are committed to excellence in everything we do. Good enough is never good enough, we aim to deliver the best possible overall solution for the available budget.

Transparency

We are adaptable to change and embrace the future. Always looking to deliver the latest technology and innovative practices, never set in our ways and we avoid default solutions.

With Over 15 Years of Growth We're Here for the Long Haul



You're in Safe Hands

Meet Our Team

Danny Azzi Managing Director

Danny founded ACG and exercises his years of experience in the air conditioning industry to analyse, develop and execute business strategies for the company.

His decision-making role includes preparing and implementing business plans with diligence while simultaneously managing ACG's overarching operational activities.

Danny's role is crucial in facilitating achievement, implementing strategy, creating an appropriate corporate culture and promoting success for ACG in the industry.

Raffi Zakarian Director Commercial Division

With over 17 years of experience in the building and construction industry, Raffi oversees and manages the commercial sector of ACG.

He uses his managerial expertise to lead ACG through the commercial landscape and works towards maintaining a consistent trajectory of exponential growth.

Through networking and building positive relationships with all stakeholders, Raffi promises growth for ACG in a continually shifting market.

Steven Azzi Director Residential Division

Steven's experience extends across leadership and management, equipping him with the appropriate skills to oversee the residential division of ACG.

Responsible for the oversight and control of all of our residential projects, Steven assists in the planning, organising, and allocation of resources, while ensuring the smooth operations of the company's residential projects.

With a strong focus on a customer-centric approach, Steven is dedicated to maintaining strong partnerships and is committed to total customer satisfaction.

Andrew Kassis Director Service and Maintenance Division

Andrew has over a decade of experience in the industry and oversees the Service and Maintenance departments of ACG.

His expertise allows for the efficient day-to-day running of the Service and Maintenance Division, particularly after-sales care.

Andrew also focuses on the certification and training aspect of our technicians, ensuring that a high level of workmanship is maintained, while skills are continuously developed.

Wade Azzi Director Split-System Division

Wade utilises his years of experience to assist in facilitating the success of residential split-system installations, one of ACG's most popular products for residential and commercial projects.

He sets the direction of this division and is responsible for the seamlessness of ACG's streamlined supply and installation process. With a particular focus on benefiting the community, Wade ensures the best interests of the company are kept at the forefront of every installation.

Chris Kassis Chief Operations Officer

Chris has extensive experience in leadership and operational management, offering ACG the most comprehensive and useful organisational methods.

He oversees the company's day-to-day processes by ensuring the back office operates as efficiently as possible while simultaneously implementing end-to-end solutions to any challenges which may arise. Chris' "team player" attitude has allowed for the company's departments to remain coordinated, contributing to the company's excellent industry reputation.

Part of this is managing the growing team, an increasing client pool and extensive network of industry stakeholders.

A Tailored Approach To Every Client

At ACG, we qualify in providing services for the residential industry for both existing and new homes. With extensive experience, we can understand the complexities of every home. Whether single-storey, double-storey, apartment, town-house or duplex, our team of 25 specialist technicians have the experience and knowledge to provide reliable solutions.

Irrespective of structure, we aim to satisfy individual requirements by offering a solution tailored to your situation, meeting both budgetary and functional needs:

Ducted Air Conditioning Systems

Multi-Split Inverter Air Conditioners

Split System Air Conditioners

Warranty

Service and Maintenance

Offering a broad range of brands and styles, we are confident that home owners will find a model that will suit their needs. Helping maintain homes cool during the summer and warm during the winter, at ACG, we have a solution for every need.



Air conditioning has become an essential part to any Australian home. As such, ACG has the expertise to supply all kinds of homes: single or multiple storey houses, units and apartments.

We also offer a wide scope of brands and systems, so we will always have the perfect solution to meet all types of budgets and needs.



Entry

Cost effective systems which bear no compromise on efficiency.



Intermediate

For everyday luxury. Customised solutions available at competitive pricing.



Deluxe

ACG will work in collaboration with you and your client to design a completely bespoke air conditioning solution, 100% tailored to their needs.

Air Conditioning After Sales Service

ACG is committed to the long-term safe, efficient and reliable operation of your air conditioning system. If needed, we will **go beyond** contracted obligations.

We currently have 8 Heating, Ventilation and Air Conditioning (HVAC) technicians operating from three Sydney locations offering a 24/7 service to our business, public sector, industrial and large residential customers. We also offer a 7 day extended hours service to our domestic clients.

Servicing over 15,000 systems each year our technicians are the best in the business. Manufacturer trained and certified they regularly update their skills to keep pace with the latest HVAC technology, supported by an equally diligent and skilled back office staff.

Our team is experienced in the management and scheduling of all essential, to code, HVAC maintenance. And its delivered via a fleet of fully equipped ACG service vehicles and our 15,000 square metre warehouse fully stocked with replacement parts and service items for fast turn around of essential work.

In short the Air Conditioning Guys are your 'go to' guys for maintaining almost any HVAC system. That's why we're both Daikin and Samsung authorized warranty agents, and also offer service support for the other major HVAC manufacturers including Haier, LG, Hitachi/ Temperzone and Actron.



Our Systems **at a Glance**



Ducted Systems

As our most popular option, ducted air conditioning achieves climate control throughout the entirety of the house.

Ducted air conditioning grants more flexibility, including a zone control system, which allows for the control of air flow to specific living areas.



Wall Hung Split Systems

Split systems are a great, cost effective choice for single room solutions or apartment living.

ACG has access to all top brands and systems, meaning you have the freedom of choice when it comes to a split system's style, energy use, aesthetic and features.



Multi Split Systems

For better choice and control. Multi split systems allows for multiple temperature environments in the one home.

With access to advanced and innovative technologies, ACG's range of wall mounted air conditioners offers reliable and flexible solutions to suit any room.

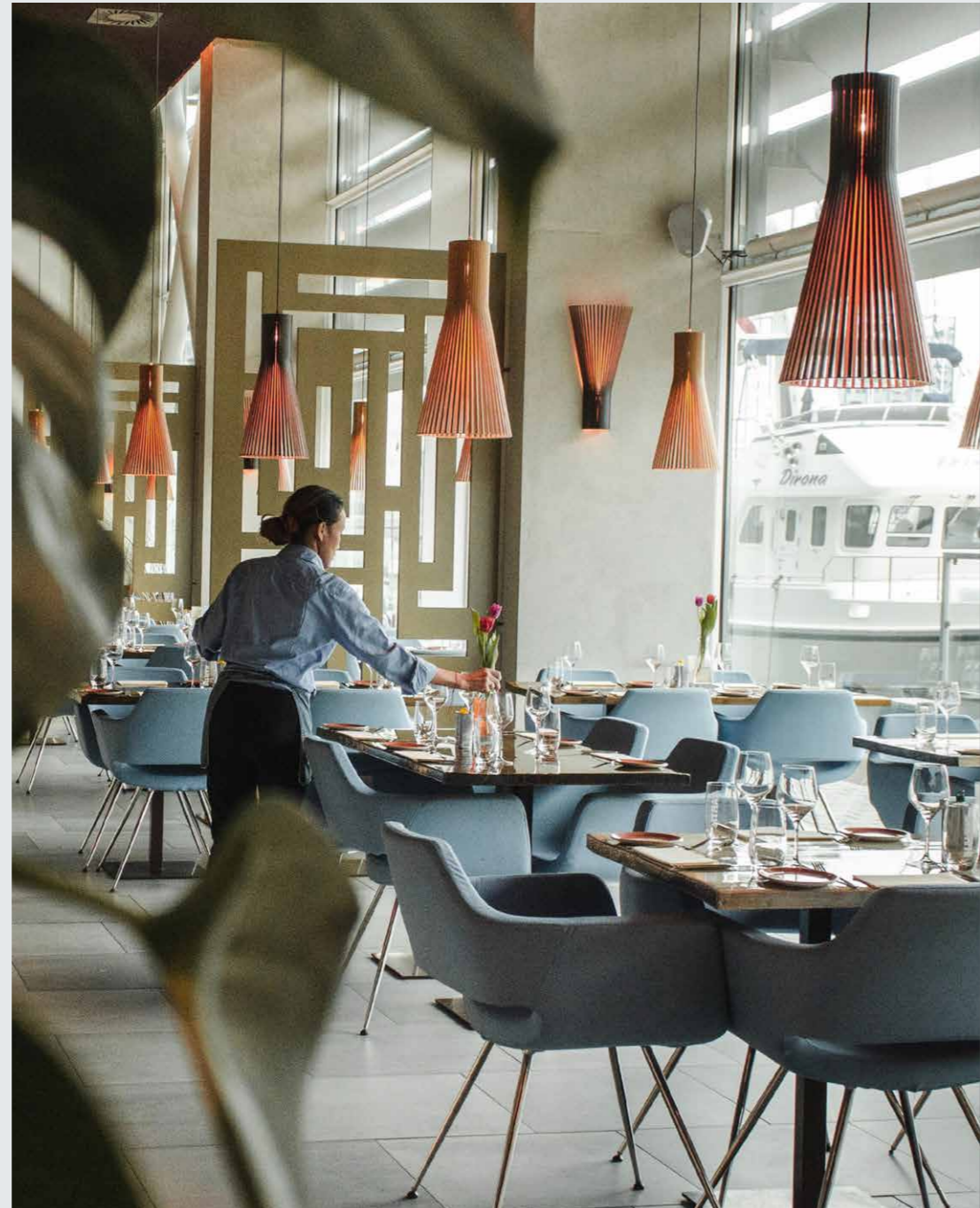
Let Us Say Thanks Builder Rewards Program

As a family business with family values, we want to support those who support us. This is why we offer a flexible, generous rewards program – to give thanks to our loyal partners.

Integrity is at the very core of our company's culture, which is why we work to establish long-term partnerships with our clients, with ongoing value for both parties.

While we will always guarantee the delivery of constant, high-calibre projects, let ACG go beyond and support you with training, marketing, rebates and exciting experiences.

Welcome to the ACG family.



Earn credits with every project you sign on with ACG and see those credits returned in a myriad of exciting ways:

Flat rate or staggered rebates

Complimentary product upgrades

Marketing and advertising opportunities

Exclusive industry events

Experiential rewards, including holidays and or sporting events



Integrating our Services into your Construction

Working with ACG –
from introductions to handover, we're with you all the way.

Supported by a long history of working with home builders, ACG has the capability to handle all types of residential projects, while ensuring complete customer satisfaction.

We pride ourselves in being an **authorised service agent for all leading air conditioning brands**. This puts us in a uniquely qualified position to offer enhanced customer service and remain on the forefront of new products.

The following pages detail our processes, clients, trusted brands and community efforts – a network that we have been proudly fostering for over 15 years.

Six Steps to Successful Design, Installation and Implementation



Introduction

Quotation and selections stage.
Contract establishment.

Mark up

House plans marked up and
provided for approval.

Rough in

Installation of indoor unit,
ducting, pipe and cable prior
to sheeting.



2nd Visit

Cutting out all the
internal grills.

Final Stage

Fit off grills and commissioning
of the outdoor unit.

Handover

To builder with all warranty
documents.

Control at your Fingertips Introducing AirTouch 4

ACG are the experts in latest innovation and smart technology. We can show you how to give your buyers the smartest, most efficient options on the market.

ACG is proud to work with the premier leader in intelligent air conditioning: Airtouch 4. A pioneer in comfort and performance, the Airtouch 4 takes air conditioning to a whole new level of comfort and energy efficiency, with a fully integrated control for multiple units and up to 16 zones.



AirTouch 4 adjusts airflow around the home in precise 5% increments so everyone enjoys their own comfort zone. Saving money on power bills, without compromising on comfort by only running the AC where it's needed with Smart Zoning. With runtime tracking, energy and airflow management technology, new home owners can save energy and money on power bills by turning off unused zones.

AirTouch also doubles as a tablet, so the user can run their choice of smart lighting, security and entertainment.

While the AirTouch 4 app gives the same level of control of air conditioning as the touchscreen console, allowing anyone with a smartphone or tablet to set their own personal comfort level in the room they are in.

AirTouch 4 also works with popular and open voice activated smart assistants like Amazon Alexa and Google Assistant.

Optional Individual Temperature Control Technology (ITC) monitors temperatures and smartly adjusts airflow as needed around the home with the aid of multiple wireless temperature sensors. When some rooms get too hot or cold, AirTouch will adjust the airflow to maintain desired temperatures, without wasting conditioned air on rooms already comfortable.

It also enables you to adjust the set point temperature for each zone. When no one is home, the app can send a temperature alert if the home is getting too hot or cold, inviting the owner to turn on the air conditioning remotely. You can even turn off the system away from home to save energy.

So give your buyers the smartest, most efficient options on the market and talk to ACG about the smartest thinking in air conditioning.

Handover Packages

We work to ensure that our operations compliment yours; by providing friction-free service long after installation is completed.

ACG provides a comprehensive handover package for every residential project. This package contains all the important information relating to FAQs, product warranty, troubleshooting and operating advice.

It is of utmost importance that you (and your customers) are never left in the dark. This is why we also include direct contact to a service manager.

ACG is also happy to work with your customer directly for any future queries and required maintenance.



Authorised Dealers of Every Major Air Conditioning Brand

Our suppliers have confidence in us. Meaning you can too.

ACG is an authorised service agent for all leading air conditioning brands. This unique position means that we are specialists in the most trusted products on the market. It also allows us to offer a 'one call' service approach.

We are proud authorised dealers of **Daikin** products, which paves the way for advancements in energy efficiency and superior in-home comfort.

Have confidence that help will always be made available to you whenever you need it.



You will be in Good Company Our Clients

We take great pride in knowing that in order to be trusted by builders, we must maintain gold standard service.

ACG has fostered long-term relationships with some of Australia's best builders, based on aligned company values and high calibre work.



Giving Back Sydney Children's Hospitals Foundation

ACG places family values and integrity as the cornerstone of our ethos which is why we support the Sydney Children's Hospitals Foundation.

Sydney Children's Hospitals Foundation has a vision to ensure that every child can access world-class medical care whenever they need it.

The Foundation funds The Children's Hospital at Westmead, Bear Cottage, the Newborn and Paediatric Emergency Transport Service, Kids Research and other vital children's services. It also invests in research that will change and save more lives in the future by discovering better ways to diagnose, treat or prevent childhood disease and injuries to help generations of children to come.

Last year The Children's Hospital at Westmead cared for 84,606 sick children and their families. Their family-focused multi-disciplinary teams supported 828,545 appointments through our outpatient service. They also supported 32,341 inpatient admissions, 13,964 theatre procedures and 59,299 emergency department presentations.

The success of the Sydney Children's Hospitals Foundation is only possible because of the ongoing support of the community and as a proud partner ACG will continue to offer our support now and into the future.



Any Questions? Get in Touch

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