



## Quality Service With the Proof to Back It Up: How King Air Uses Visual Documentation to Transform The Customer Experience

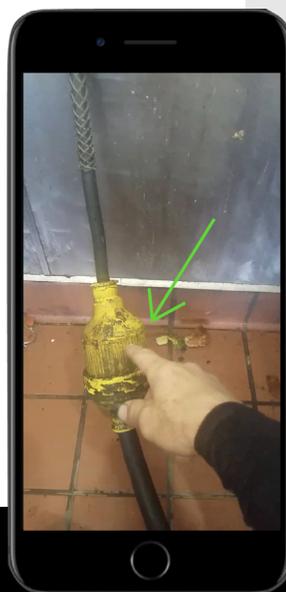
Have you ever felt the sting of poor or subpar service from a pricey contractor? Have you ever wondered what that guy is doing out there in your backyard or down in your basement — especially when everything “seems” to be working just fine?

When you count on King Air Conditioning & Heating for new installations, repairs to your existing systems, and preventative home maintenance plans, you’ll never have to wonder, “What is actually going on out there?” Our technicians use a unique cloud-based photo and video communication platform called XO*i* to make that possible, showing you exactly what issues need addressed — and why.

### Seeing Is Believing

Imagine receiving a video of a malfunctioning piece of equipment in your home and walking you through the technician’s recommendations, being able to see and hear for yourself why something needs to be replaced. Better yet, imagine getting a video during routine preventative maintenance that identifies a problem coming down the road — while you still have time to avoid an expensive replacement. And when the job is finished, you’ll get visual documentation of that too.

We’ve invested in this technology to improve customer transparency because when you can see what our technicians see, it’s easy to trust in the reliability of our service. We believe in the peace of mind that comes from being able to clearly visualize issues and verify repairs and maintenance.



## What People Are Saying

XO*i* receives rave reviews from property managers and property owners alike:

“I can’t believe every contractor doesn’t offer this. The photo and video component is a great feature for record-keeping, maintenance logs, and clarification on the work being performed.”

“I refuse to use any other service provider now because, without visual proof, I just have to take a technician’s word for it. This equipment is too expensive for that kind of mystery!”

## King Air Uses XO*i* To

- Conduct equipment surveys for existing systems
- Identify problems that need to be repaired immediately
- Document ongoing issues, so you can plan for repairs or replacements
- Help onsite technicians generate solutions, so they can fix the issue in a single service call
- Confirm preventative maintenance and repairs were completed

**All to make King Air a more efficient provider and you a more satisfied customer.**

## Professional Service All The Time...Every Time!

King Air Conditioning & Heating has served homeowners and businesses in the Metro East area since 1974. With quality work and prompt, reliable service on any brand of equipment, King Air Conditioning & Heating is a step above the rest.