



## Emergency HVAC Repair Pros

*We solve the HVAC problems other contractors won't.*

FIELD GUIDE · BIRMINGHAM, ALABAMA

# Property Manager's HVAC Vendor Vetting Checklist

*Vetting an HVAC vendor for commercial property management is different from residential. Here's what to demand before you sign a single PO.*

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**Who this is for:** Property managers and asset managers responsible for Class A/B office, retail strips, mixed-use, and multi-tenant properties.

**What's inside:** The 14 vetting items in order, what each correct answer looks like, how to test response time without paying for an emergency, and the three deal-breakers that should end the conversation.

**Service area:** Commercial HVAC across the Birmingham, AL metro



# Property Manager's HVAC Vendor Vetting Checklist

*Vetting an HVAC vendor for commercial property management is different from residential. Here's what to demand before you sign a single PO.*

## Why Commercial Is Different

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A residential vendor relationship is one homeowner, one system, one phone call. Commercial is dozens of tenants, multiple buildings, after-hours expectations, and compliance documentation. The vetting bar is higher. The cost of getting it wrong is higher. This list reflects that.

### 1 — Alabama License & Insurance

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- Alabama HVAC contractor license number (verify at the Board's website)
- Certificate of insurance — \$1M minimum general liability, \$1M auto, current workers' comp
- Additional insured endorsement available for your property entity
- Right answer: all documents provided within 48 hours of request

### 2 — EPA Section 608 Certification

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- Every tech handling refrigerant must be 608 certified
- Universal class preferred for commercial work
- Request: copy of cert for each tech who will service your buildings

### 3 — Commercial Experience

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- How many commercial accounts under contract?
- How long? Less than 2 years = wait
- How many rooftop units serviced annually?
- Three references with similar building type — Class A office, retail, mixed-use, etc.

## 4 — Tech-to-Truck Ratio

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- How many service trucks?
- How many techs per truck — does each tech roll alone?
- Solo techs are normal commercial. 2-person trucks are common for installs only
- Anything under 6 trucks for a metro Birmingham contractor handling commercial = capacity risk

## 5 — Stocking Levels

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- What's typically on the truck? — refrigerant, capacitors, contactors, common motors
- Where's the parts warehouse?
- What's the lead time for non-stock parts?
- Right answer: trucks stocked for 80% of repairs, parts warehouse local, 24-hr lead on non-stock

## 6 — After-Hours Coverage

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- Who answers the phone at 2 a.m.?
- Is it a dispatcher or an answering service?
- How long to truck-on-site after a high-priority call?
- What's the documented escalation path?
- Acceptable: dispatcher answers, tech onsite within 2-4 hours for high-priority calls (no guarantees, just realistic)
- Unacceptable: answering service that "takes a message" with no path to a tech

## 7 — Documentation Standards

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- Request a sample service ticket and a sample PM report
- It should contain measured values, pictures, recommended repairs with priorities
- Hand-written tickets with no detail = walk away

## 8 — Pricing Structure

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- Standard hourly rate for repairs
- After-hours hourly rate
- Markup percentage on parts (typical: 30-50% over wholesale)
- Diagnostic / trip fee policy
- Get this in writing as part of the master service agreement

## 9 — Test the Response Time

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- Before signing, request a non-emergency quote on a small repair
- How quickly did they call back? How quickly did they schedule?
- How clean was the written quote?
- This dry-run tells you more than any reference

## 10 — Tenant Coordination

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- How does the vendor coordinate with tenants directly when needed?
- Do they bring tenant communication into the property manager's loop?
- Or do they go around you?
- Right answer: tenant coordination happens with you in copy, tickets routed through your work-order system

## 11 — Compliance Documentation

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- Refrigerant tracking compliance (federal log of recovery for systems >50 lb charge)
- Permit pulling for installs and replacements
- Hazardous waste handling for old equipment

## **12 — Master Service Agreement Review**

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- Specific scope of services
- Pricing schedule (PM, repair, parts markup, after-hours)
- Insurance and indemnity
- Term and termination — 30-day cancellation should be standard
- Liability cap (negotiate up)

## **13 — Reporting Cadence**

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- Monthly utilization summary
- Quarterly PM completion summary
- Annual portfolio review with capital recommendations

## **14 — Three Deal-Breakers**

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- No certificate of insurance within 5 business days of request
- Refusal to put pricing schedule in writing
- No documented after-hours dispatch process

# About Emergency HVAC Repair Pros

**Emergency HVAC Repair Pros** — We solve the HVAC problems other contractors won't.

Commercial HVAC across the Birmingham, AL metro

This guide was written by working HVAC techs, not marketing teams. Direct, honest, practical. Real Alabama numbers, real local context, no guarantees we can't back up.

If something in here saved you a service call — or saved you from a bad one — share it with a neighbor. That's the whole point.

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