



Mobile Climate Control

Customer Care

PN: 89-0040

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Welcome to Mobile Climate Control

Dear valued customer,

Mobile Climate Control would like to welcome you to our customer care network. Our mission is to create a comfortable business climate for you, and we are eager to handle all of your commercial vehicle HVAC needs. One call to our North America Customer Care Center does it all. The Customer Care Center is available to you from 8:00 a.m. to 5:00 p.m. EST; Monday through Friday, with an experienced staff of customer service representatives and technical consultants ready to answer your questions.

As a direct customer, you have 24/7 access to MCC's on-line aftermarket parts and warranty portals. The MCC Parts Portal provides you the flexibility to check parts availability, pricing, place orders, track orders and review invoices at your convenience. The MCC Warranty Portal allows you to register MCC equipment on-line and facilitates our streamlined warranty claim process.

Enclosed you will find information to familiarize you with our people and services. Included is an overview of MCC along with Parts and Warranty Portal quick reference tips.

Be sure to stay connected to everything Mobile Climate Control by visiting our homepage www.mcc-hvac.com.

We appreciate your business.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Kuzminski'.

Bob Kuzminski
President, North America



Who to Contact

The Mobile Climate Control Support Team

Customer Care Center

Hours of operation: 8 AM to 5PM EST

Phone: 1(800) 673-2431

Fax: 1(717) 764-0401

Parts email: mcc.parts@mcc-hvac.com

Technical Support: 1(800) 673-4321 x 9202 or tech.support@mcc-hvac.com

Web Address: www.mcc-hvac.com

Customer Service

Customer Support Manager

Carol Larson

(717) 767-3327

carol.larson@mcc-hvac.com

Credit / Collections

Accounts Receivable

Debbie Oliver

(905) 482-2750 Ext. 1329

debbie.oliver@mcc-hvac.com

Dealer Development, Marketing and Website

Dealer Administrator

Jonathan Colpetzer

(843) 421-1199

jonathan.colpetzer@mcc-hvac.com

Marketing and Website

Jwan Sagman

(905) 482-2750 Ext. 1239

jwan.sagman@mcc-hvac.com

Sales

Bus Equipment Sales Administrator

Jerry Peters

(717)767-3304

jerry.peters@mcc-hvac.com

Parts Sales Manager

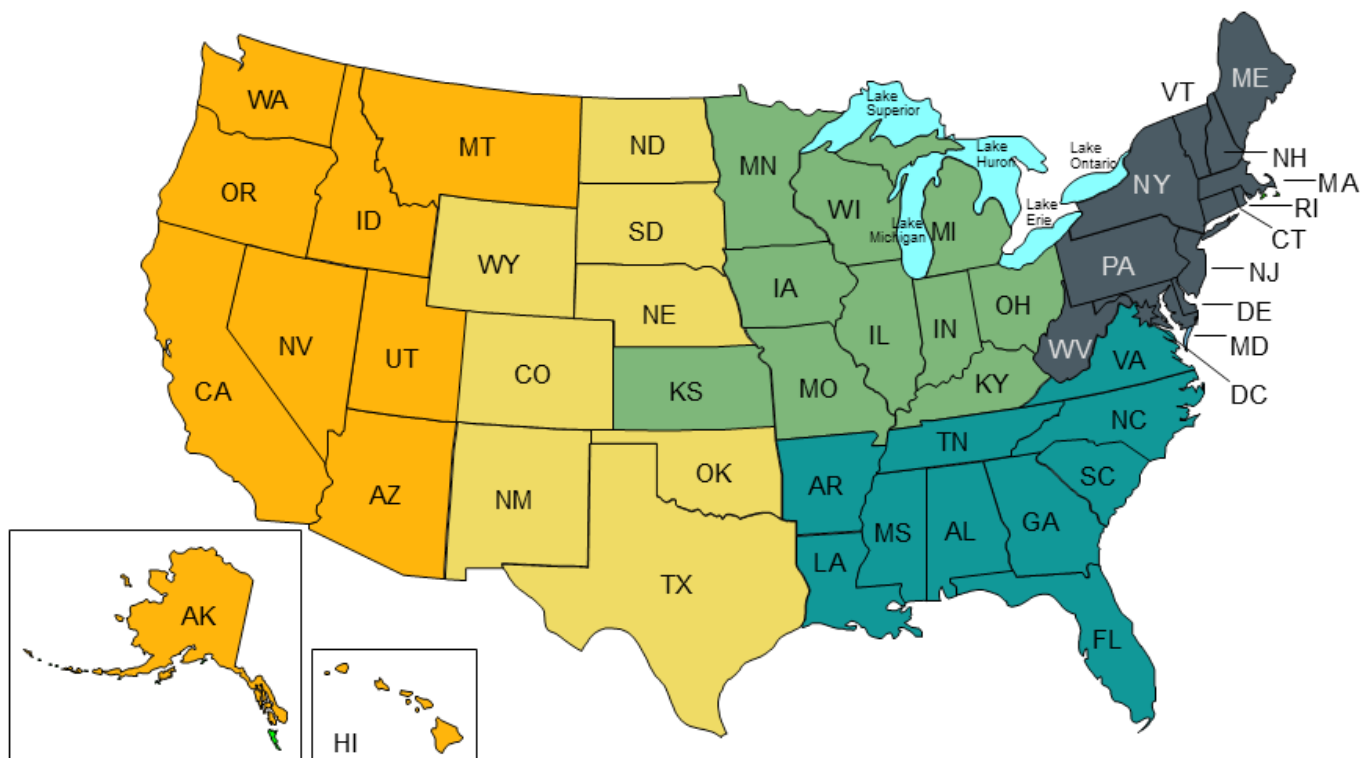
Jim Slogar

(717) 434-8639

jim.slogar@mcc-hvac.com

Sales Territory Map

	Northeast	Joann Morehart	(717) 887-8620
	Southeast	Mark Weisweaver	(843) 385-1705
	Mid West	OPEN	(800) 673-2431
	West	Hal Hoover	(480) 280-5966
	Central	Tim Hinton	(574) 202-5112



Service and Warranty

Service and Warranty Manager

Paul Mauceri

(905) 482-2750 Ext. 1208

paul.mauceri@mcc-hvac.com

Warranty

Warranty Administrator

Robert Krajcsik

(717) 767-3341

robert.krajcsik@mcc-hvac.com

Warranty Support

Canada: Willie Aningalan

(905) 482-2750 x1268

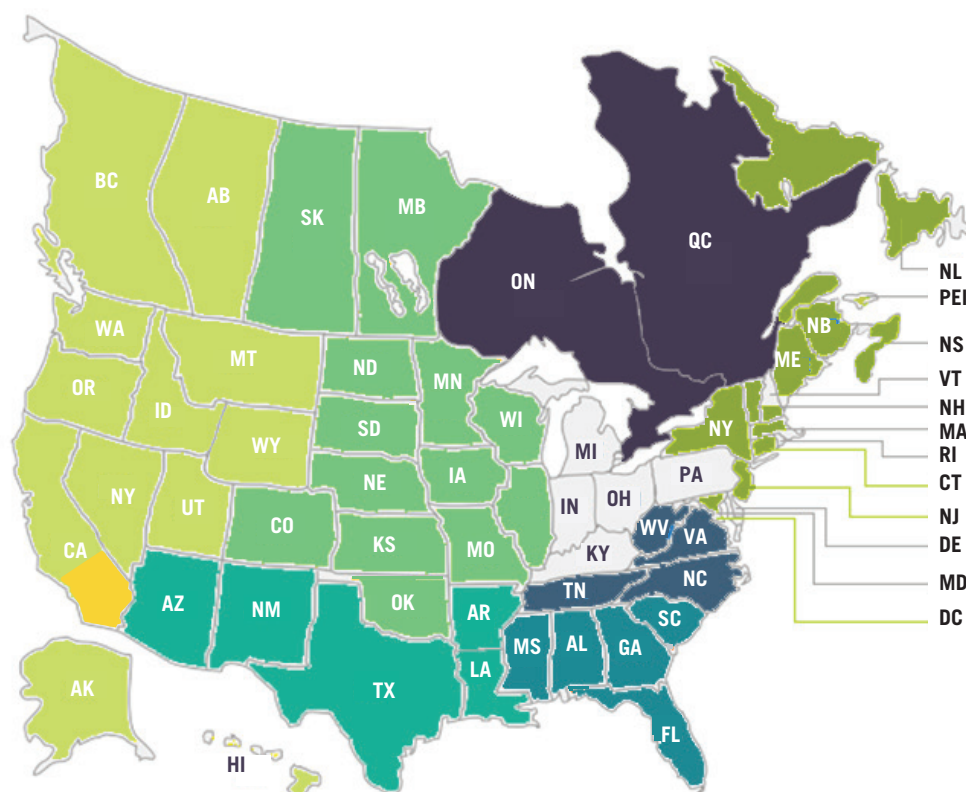
willie.aningalan@mcc-hvac.com

USA: Tinashe Zimucha

(717) 767-3321

tinashe.zimucha@mcc-hvac.com

Field Service Territory Map



Introducing MCC's Market Segments

HVAC supplier to commercial vehicles

On Road

Perfect climate for a perfect trip



Mobile Climate Control develops customized high performance HVAC systems for transit, intercity, shuttle and school buses, providing comfort in the most extreme hot or cold weather. Exceeding customer's expectations, our HVAC systems can be found in buses on the streets of Miami to the highways of Alaska and everywhere in between.

Off Road

You set the climate



We know how to create a comfortable interior climate for every type of vehicle, weather condition or terrain. Our solutions create a comfortable driving environment with defrosted windscreens, fresh air and a perfect working temperature.

Specialty, Utility & Defense

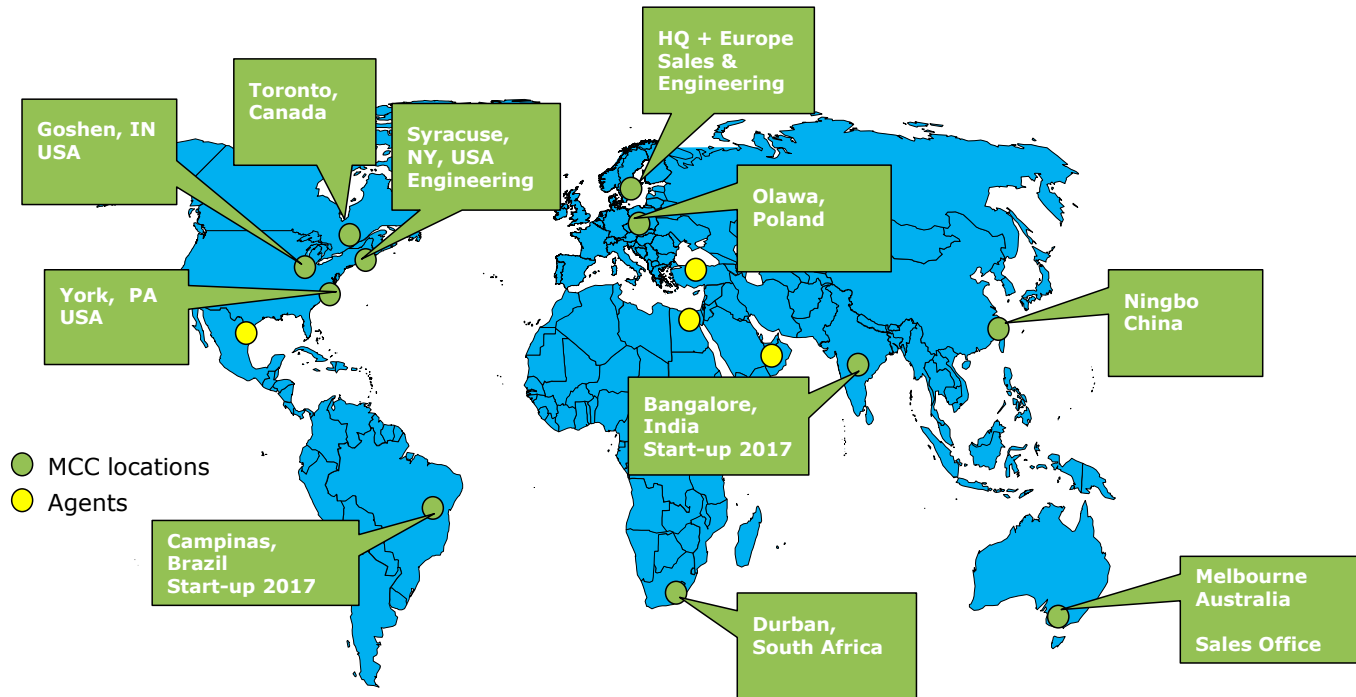
Climate control for those who serve



MCC develops high performance HVAC systems for use in commercial vehicles such as fire trucks, ambulances and garbage trucks. We also make sure that defense vehicles withstand any hostile environments, making the most extreme hot or cold weather unnoticeable. Our products are designed to provide a comfortable climate, exceeding our customers' expectations and the requirements of those who serve us, whether fighting fires or rescuing lives.

MCC's Global Presence

Operations world wide



The MCC group is present worldwide and consists of some 700 employees. Our vision is to become the leading global HVAC provider for the commercial vehicle industry.

MCC in North America

MCC is the market leader in North America, and is the only supplier that can service all segments within the commercial vehicle industry.

There are four main sites in North America – **Toronto** (Ontario, Canada), **Goshen** (Indiana, USA), **York** (Pennsylvania, USA), and **Syracuse** (New York, USA).



Toronto, Canada



Mississauga, Canada



Goshen IN, USA



York PA, USA



Syracuse NY, USA

Equipment: Offering in the On Road Segment

Your full provider of high performance HVAC

Clean air

Good air quality is maintained through air circulation and effective compartment filters.

A product of forward thinking design

MCC's Eco Transit RM 35e rear mount series HVAC will deliver significantly higher efficiency, quieter operation, and improved fuel economy. All of this while requiring less maintenance.



Cool comfort

Our roof top units are available conventional or all electric. They are performance proven and utilized by many of North America's largest transit providers.

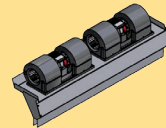


Climate impact

Temperature, air circulation, sunshine, heat and cold radiation, humidity and air quality are all climate factors that impact driver and passengers.

Stop the cold

Cold from the windows is counteracted through convectors and an air curtain at the top of the window.

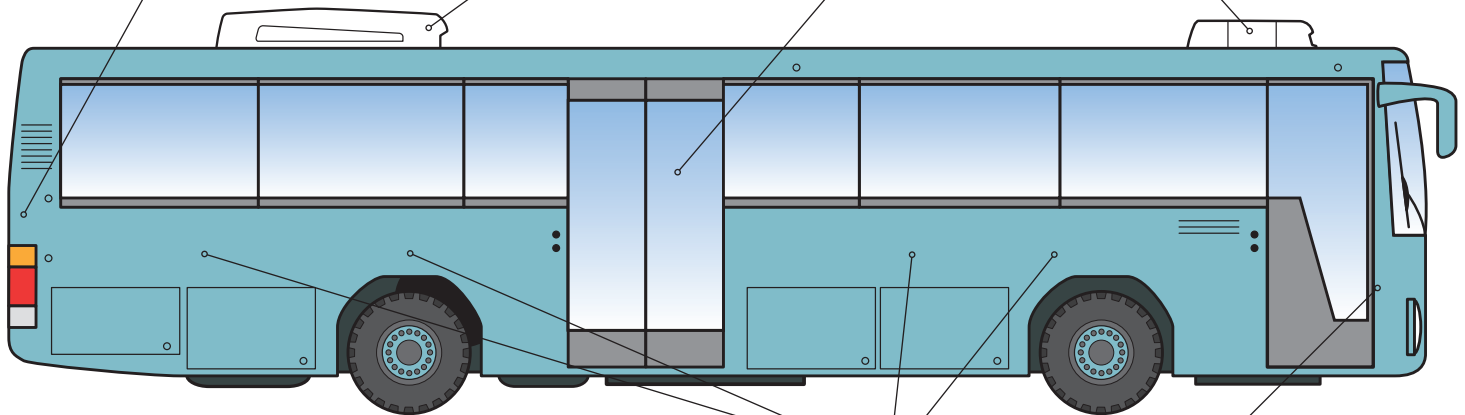


A higher level of comfort

Mobile Climate Control designs and manufactures components which minimize drafts, optimize air quality and reduce humidity.

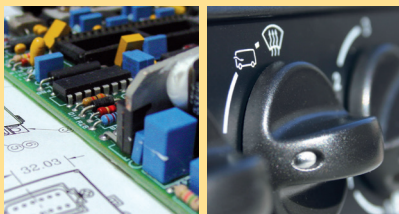
Flexible modular climate control

EcoFlex is our latest A/C family. EcoFlex's multiple configurations, make it the ideal unit for various vehicle applications.



State of the art electronics

The MCC Electronic Controls guarantee an even climate. In case of failure, a fault code will indicate where the fault lies.

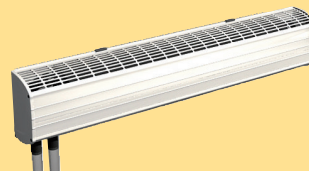


In limited space

Our engineering team provides compact, durable high performance HVAC solutions for numerous types of vehicles in various industries all around the world.

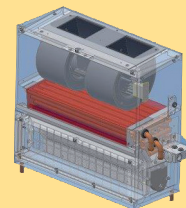
Even temperature

Draft can be minimized with PC500 – a combined convector and heating fan for fast heating. When the right temperature is reached the system saves energy by using only radiant heat from the convector.



A clear view

Our effective defrosters with reheat function keep windows free from ice and misting as well as heating or cooling the driver's cabin as needed.

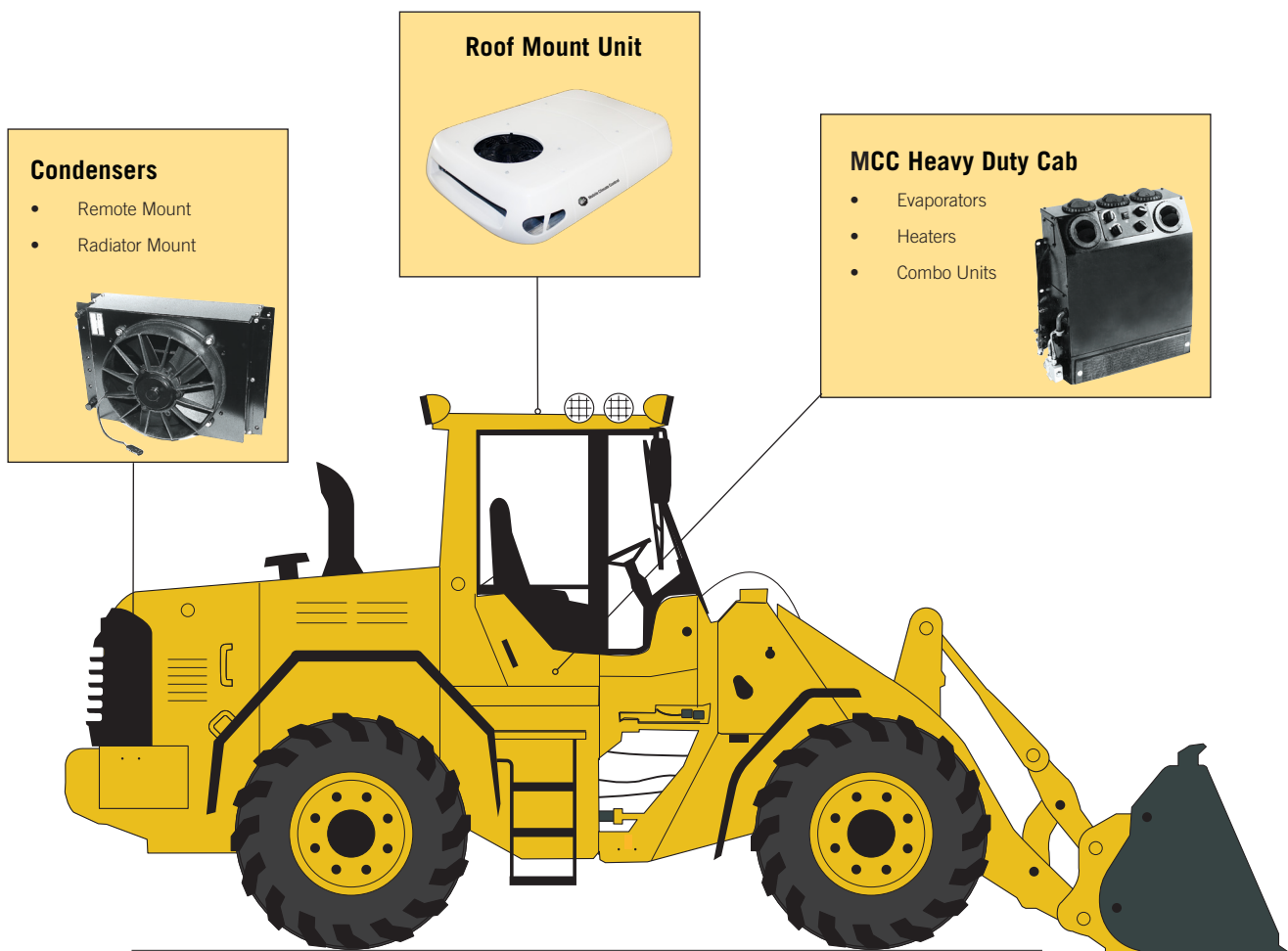


Equipment: Offering in the Off Road Segment

Your full provider of high performance HVAC

Mobile Climate Control's Off Road HVAC systems are developed to deliver the high performance solutions necessary for heavy duty vehicles in the construction, agricultural, forestry, mining, material handling, armored vehicle, fire and rescue marketplaces. Our systems make the most extreme conditions a nonfactor in operator comfort and safety. These products are designed to withstand very harsh conditions and are righteously relied upon to provide a comfortable and clean air environment, allowing for operator satisfaction and increased efficiency.

The MCC HVAC systems can be found in the deepest forests of Canada to the depths of the mines of South Africa, and everywhere in between. Our mission is to create a comfortable working environment for operators in any kind of vehicle, no matter the terrain or the weather. MCC heavy duty HVAC systems are built for the extreme!



Equipment For Tomorrow

Always with the aim to become number one

Our future depends on research and development. We devote major resources for product development and engineering so we can create even better and more effective HVAC systems for our customers.

Engineering Services

MCC is now offering the expertise and knowledge built up over years of work in the areas of HVAC testing, Validation, and CFD/FEA analysis on a separate fee for service basis. This includes the rental of our state of the art climate chambers and the support of our skilled staff in carrying out performance, robustness and reliability tests for all types of equipment, and in all types of conditions. We develop and tailor test process and configuration for each client.

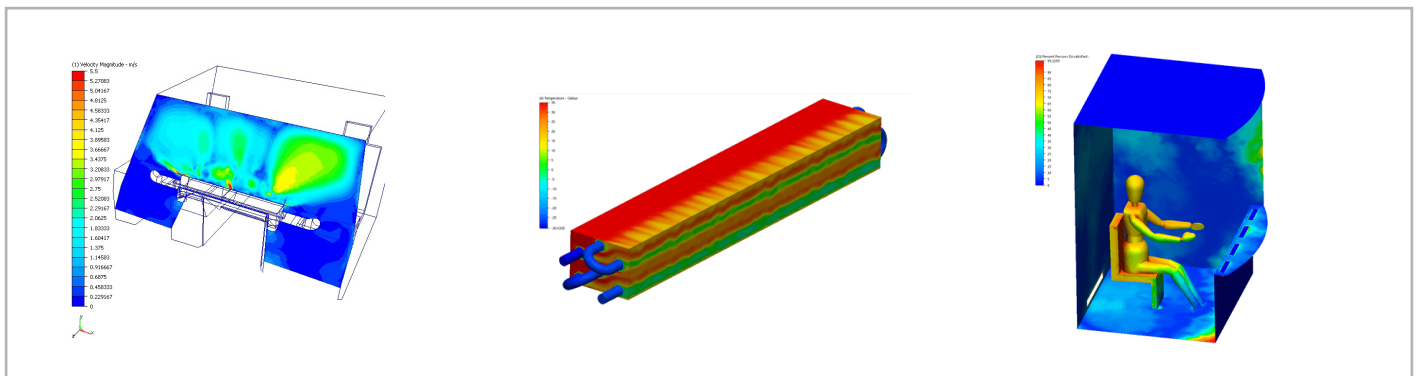
With MCC engineering simulation services as soon as a CAD model is available, a CFD/FEA analysis can be conducted to check if there is any flow, thermal or structural issue. This means that design can be changed and optimized when it is easier to do it. For more information email: morteza.marivani@mcc-hvac.com.

MCC's Engineering Simulation Service - CFD (www.mcc-hvac.com/engineering-services)

Computational Fluid Dynamics (CFD) is the analysis of systems involving fluid flow, heat transfer and associated phenomena by means of computer based simulation.

Finite Element Analysis (FEA) is a computerized method for predicting how a product reacts to real world forces, vibration, heat, fluid flow, and other physical effects. Finite element analysis shows whether a product will break, wear out, or work the way it was designed. It is called analysis, but in the product development process it is used to predict what is going to happen when the product is used.

MCC provides exceptional CFD/FEA consulting services in a wide range of application areas. This helps our clients to achieve superior designs with significant of cost reductions.

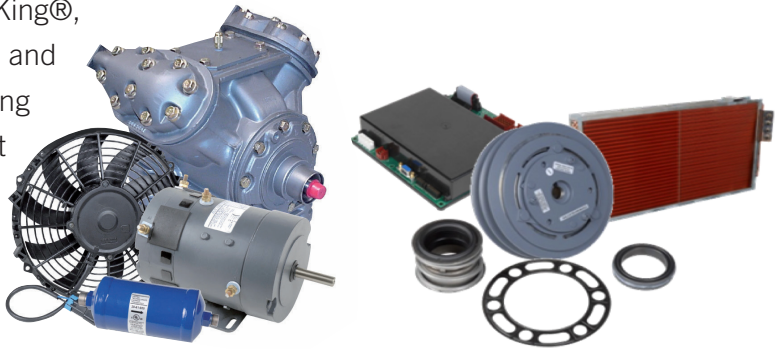


Mobile Climate Control Aftermarket Replacement Parts

We are proud to be a “One Stop Shop” featuring products with the best quality and reliability to meet all of your spare part needs.

40-Series Part

In addition to our offering of authentic Mobile Climate Control branded parts ,we feature a line of competitive alternative replacement parts for your Thermo King®, Trans/Air®, Sutrak USA®, ACC®, ProAir/ACT®, and Eberspächer® equipment. Our continuously growing line of P40 Series product is engineered to meet and exceed the original equipment manufactured specifications. Mobile Climate Control is pleased to provide customers with a high quality, competitive priced alternative to our competitors.



Thermo King® and TK® are registered trademarks of Thermo King Corporation
Trans/Air™ is a trademark of Trans/Air Corporation
Sutrak® USA is a registered trademark of Sutrak Corporation
©Mobile Climate Control is a registered trademark of Mobile Climate Control

Mobile Climate Control Aftermarket Online Parts Portal

Connect to our online portal at www.mcc-hvac.com

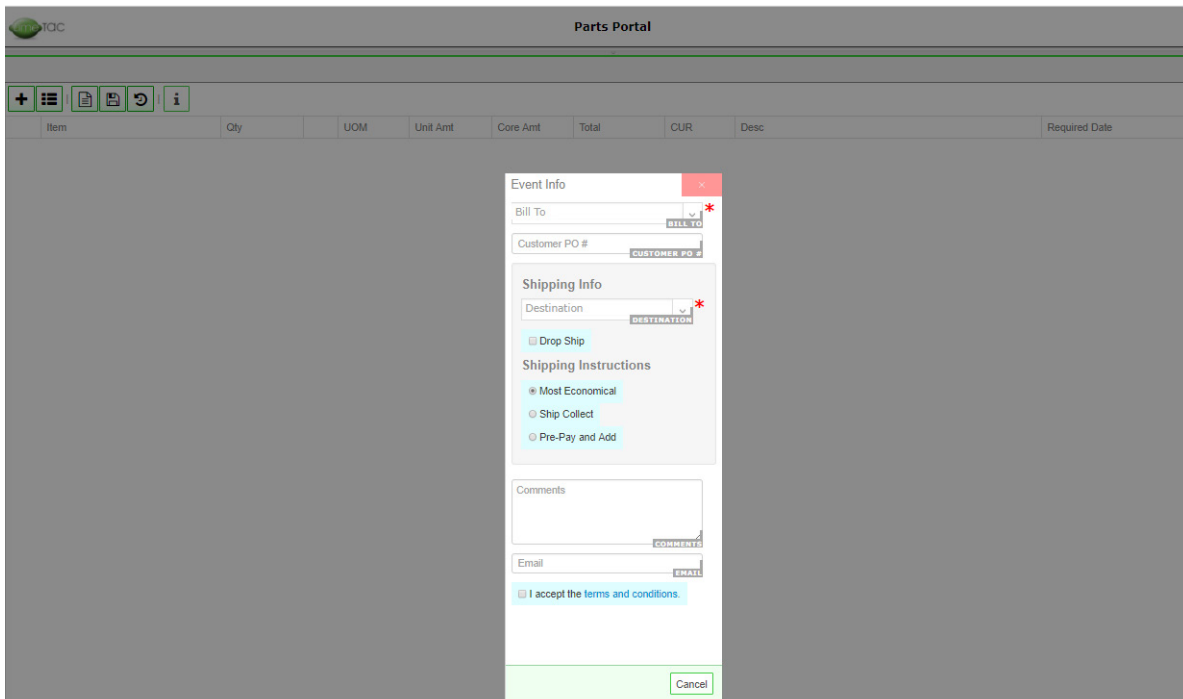
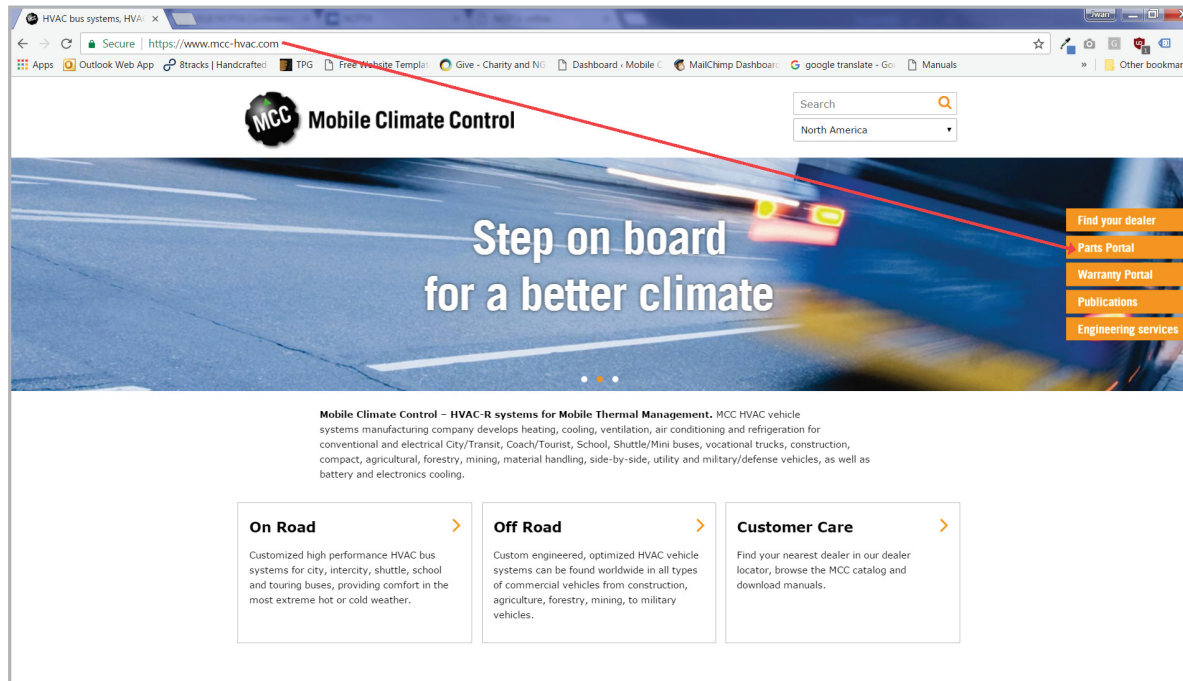
Using your secure user ID and password to gain access to our live system with the following features.

Features Include:

- 24 hour accessibility from your computer, tablet, or mobile devices
- Pricing
- Real time availability
- Quantity price breaks
- Automated item substitution
- Instant order acknowledgements
- Review shipment tracking details
- Access and print your invoice

Getting started: parts portal user guide

- 1) Our HTML 5.0 supported portal works best with the Google chrome internet browser.
- 2) Access the Parts Portal from our internet homepage, www.mcc-hvac.com.
- 3) From the right hand side menu, click “parts portal.”
- 4) Enter your user ID and password to enter the site.
- 5) Once logged into the portal, click on the “information” icon to open the MCC parts portal instructions.



Order Processing Information

Reference Guide

Below is a quick reference guide to help ensure we receive and process your orders accurately and efficiently.

Equipment orders

When you need to order a piece of equipment for the first time, it may be helpful to speak directly with a customer service agent. Agents can assist you with processing the order as well as providing current availability, lead-times and pricing. Once you begin placing equipment orders on a regular basis, you can then simply email your order to our MCC parts mailbox where it will be processed within 24 hours.

To place an equipment order use one of these options:

- 1) Call 1-800-673-2431 select 2 customer care, then 2 for equipment support
- 2) Send email with purchase order to mcc.parts@mcc-hvac.com
- 3) Send email with purchase order to your dedicated Customer Service Agent

Aftermarket service parts orders

Service parts, unlike equipment, can be ordered directly through our parts portal. The parts portal makes ordering convenient, and is available 24 hours a day, 365 days a year.

To place an aftermarket parts order, the following options are available:

- 1) Log on to MCC's Parts Portal and complete the order process online
- 2) Send your purchase order by email to mcc.parts@mcc-hvac.com
- 3) Call 1-800-673-2431, select 2 customer care, then 3 for parts support

Part identification and/or technical support

If you are not sure what part number to order, or need help identifying a specific part or piece of equipment, our technical support team can assist you. Technical support is available by phone Monday through Friday from 8am to 5pm at 1-800-673-2431 ext. 9202, or online at tech.support@mcc-hvac.com.

Availability and alerts on the parts portal

When ordering parts through the parts portal "in-stock" items will show in the available column. Although we would always like to have the part you want in stock, there may be an occasion where that particular part is "out of stock". If you place your order by sending it directly to our parts department email address, a customer service agent will process the order and send you an order acknowledgment within 24 hours. Please make sure to review the acknowledgment in case a part is "out of stock" or the ship date you requested has changed.

If you have a "Bus Down Emergency" it is very important that you contact customer service immediately. We will make every effort to respond quickly so we can get your order expedited.

Below is a picture of the parts portal. In-stock items will appear as the current numeric value of the item on hand. If an item is “out of stock”, you will clearly see the request to call customer service at 800-673-2431 for help.

Select Item

38-

ITEM #

Drag a column header here to group by it.

Item #	Desc	UOM	Unit Amt	Core Amt	List Price	CUR	Available
38-00573-12	FILTER, AIR, EVAP, IW-10	EA	4.05		6.75	USD	+1-800-673-2431
38-00574-00	FILTER, AIR, DRIVERS EVAP.	EA	17.72		29.54	USD	58.00
38-00575-00	PRE-FILTER, AIR,(27.5" X 4.5")	P05	27.30		45.50	USD	+1-800-673-2431
38-00579-00	FAN ASY, COND.,7 BLADES,AVANT	EA	27.73		46.21	USD	99.00
38-00581-00	FAN ASY, EVAP.,19 BLADES,AVANT	EA	11.17		18.62	USD	10.00
38-00582-00	FILTER, AIR, HELPA, RF-313/353	EA	67.56		112.60	USD	69.00
38-00584-00	HSG & WHEEL ASY, BLOWER, LEFT	EA	104.66		174.44	USD	2.00
38-00584-01	HSG & WHEEL ASY, BLOWER, RIGHT	EA	104.68		174.47	USD	6.00
38-00598-00	FILTER, AIR, AVANTAC,POLYESTER	EA	63.49		105.82	USD	+1-800-673-2431

Close

Order Acknowledgment

Once you submit an order and we have processed it, you will receive an email acknowledging the order. The standard turnaround time for acknowledgment is 24 hours. Its important that you always review the sales order receipt you receive back from MCC, to ensure all information is accurate. If there are any discrepancies to your order, please contact customer service at 1-800-673-2431 immediately.

The Sales order confirmation includes the following information:

1. Bill to address
2. Deliver to address
3. Item number
4. Quantity
5. Purchase order number
6. Shipping method and terms
7. Ship date

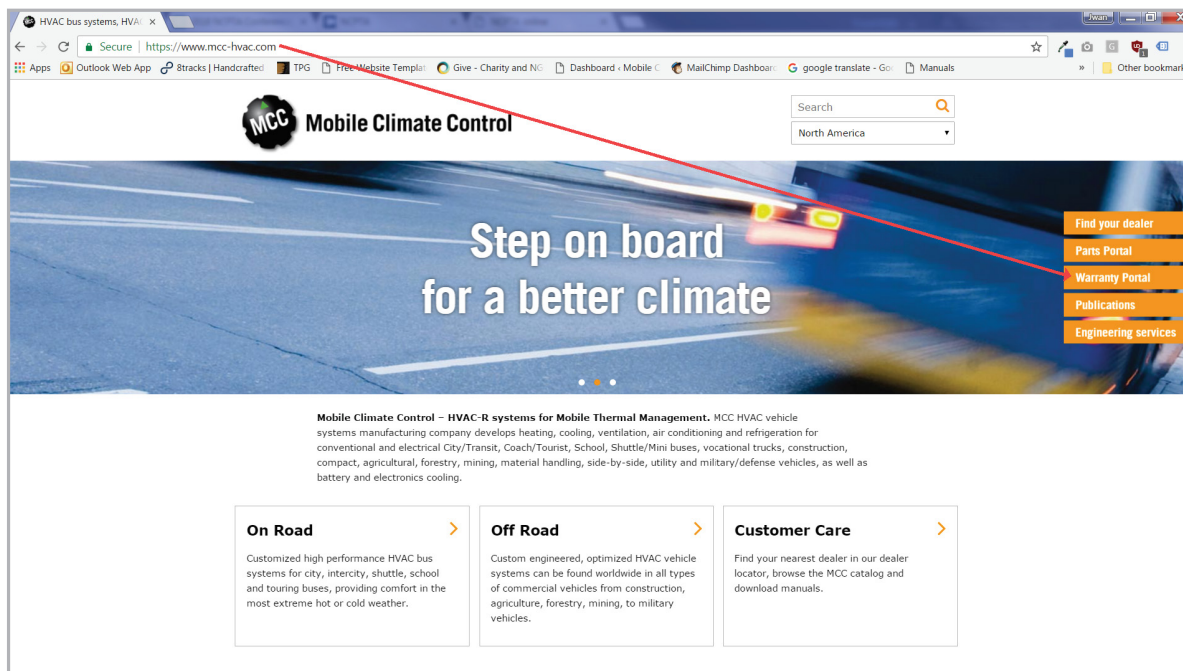
NOTE: ** Please be advised. If the part you are ordering requires sooner than the confirmed shipping date on the sales order acknowledgement, it is important to contact customer service by phone or email to REQUEST THAT THE ITEM BE EXPEDITED.

Warranty and Registration Portal User Guide

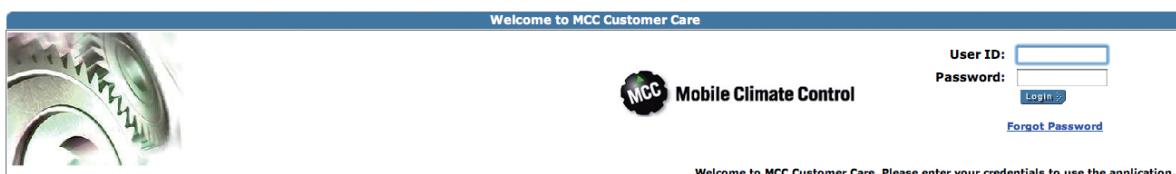
We would like to introduce you to our full featured, real time, state of the art web based warranty portal. Our online warranty portal offers the following integrated features to help keep you up-to-date on claim status and to provide timely payment of your claim.

- Quick registration module
- Unit serial number and VIN lookup
- Standard repair time lookup
- Streamline claim submission
- Easy online part return process
- “Real Time” 24/7 claim status
- Fast payment turnaround

As an authorized MCC dealer, just go to our web page <http://www.mcc-hvac.com> and click on “Warranty Portal”



The Warranty Login page will appear.



Please contact us for your user ID and Password.

mccwarranty@MCC-HVAC.com

Once logged in you may change your password following the instruction below.

To change your password after you log into the system follow the instructions below:

1. From front page select support
2. From support page select user preferences
3. Then change password
4. Provide required Information (password must be at least 9 characters with letters and numbers)
5. Then select change security question and fill-out each question and answer

My Home Page > User Preferences

Print

User Preferences

Default Support Request View: Full View

Change Screen Language To: English - USA

[Change Password](#) Change Password

[ChangeSecurityQuestion](#) ChangeSecurityQuestion

My Home Page > PasswordChange

Save Reset Print

Change Password

User Id: 380295-003

QuestionText- AnswerText-

What is your favorite color ? ANSWER 1

What is your mother's name ? ANSWER 2

Which city were you born in ? ANSWER 3

Full instructions are available within the system.

To locate instructions for warranty system:

1. From home page select service hub
2. Select documents management
3. Select documents administration
4. Select warranty help documents
5. Select MCC warranty training materials
6. Select either MCC registration instructions or MCC warranty claims instructions

My Home Page > Documents Administration

Move Up Reload

Document

Search:

Resources: Documents

Documents

[Warranty Help Documents](#)

Page Size 10

Use "move up" to go up a level if not all shown

To locate field service representative information:

1. From home page select service hub
2. Select documents management
3. Select documents administration
4. Select warranty help documents
5. Select field service rep service area map

My Home Page > Documents Administration

Move Up Reload

Document

Search:

Resources: Warranty Help Documents

Documents

[Field Service Rep Service Area Map](#)

[MCC Warranty Training Material](#)

Page Size 10

In order to activate your account, we will need an email address to load in your profile. Please send an email to mccwarranty@mcc-hvac.com from the email address you want to use.

Communications and Sales Tools

At Mobile Climate Control we are committed to providing our customers with the tools needed to succeed, as well as facilitating communications to strengthen our relationship through valuable information sharing.

Feel free to share the Mobile Climate Control website (**www.mcc-hvac.com**) with your customers. This website has valuable news and updates, product overviews, corporate links and a dealer locator to help your customers find an authorized Mobile Climate Control service provider in their area.

Our MCC welcome kit can be found on our website at: **www.mcc-hvac.com/customer-care**

MCC sales literature, product catalog and marketing material can be found at:
www.mcc-hvac.com/customer-care/publications


For more information email our marketing support center at: **jwan.sagman@mcc-hvac.com**



Dealer locator


MCC's new dealer locator gives you the option to search MCC dealers by country and state. It will direct you to the closest MCC Dealer's address and contact information.

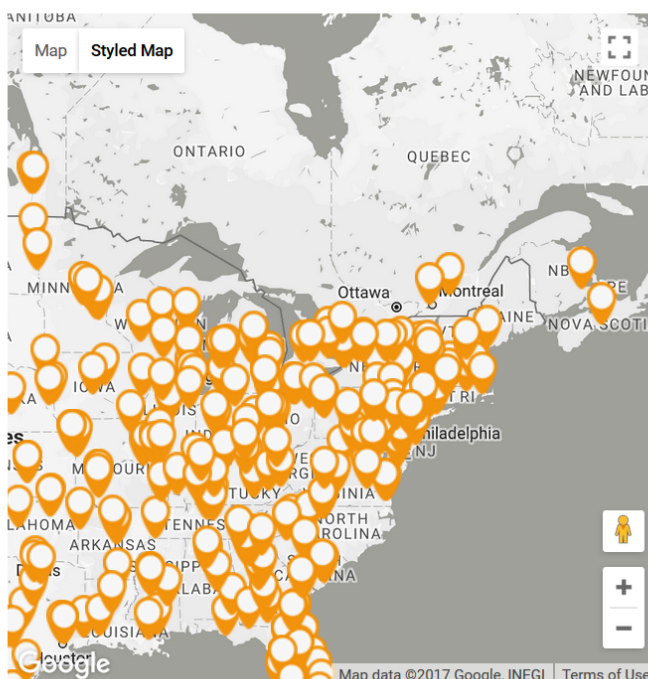
Users can narrow the number of dealers displayed by searching by Name, State, Zip Code or City.

On Road	>
Off Road	>
Our Facilities	>
Customer Care	>
Dealer Locator	
Parts Portal	
After Market Contacts	
Equipment Sales Contacts	
Warranty/Services	
Training Facility	
Publications	>
Corporate	>

Dealer locator

Narrow down search by zooming on the map or by using the box below.

Or do you know the Dealers name? 



Search results

AB & T

710 S. INTERSTATE 35
78681 ROUND ROCK, TX
USA
Tel: (512) 388-1977
Service: REPAIR / PARTS
Applications: SHUTTLE BUS / SCHOOL BUS
www.fordpowerstrokediesel-tx.com/buses.php

ALLIANCE BUS GROUP

634 N. COWAN AVENUE
75057 LEWISVILLE, TX
US
Tel: (972) 436-6192
Service: REPAIR / PARTS
Applications: TRANSIT BUS / INTER-CITY BUS / SHUTTLE BUS / SCHOOL BUS
www.alliancebusgroup.com

ALLIANCE BUS GROUP

4741 ---155 SOUTH
39212 JACKSON, MS
US
Tel: (601) 502-0526
www.alliancebusgroup.com

ALLIANCE BUS GROUP

1926 HYANNIS COURT
30337 COLLEGE PARK, GA
US
Tel: (770) 305-0070
Service: REPAIR / PARTS / EQUIPMENT INSTALLATION

care/dealer-locator/

MCC Training Facility

Mobile Climate Control is pleased to offer training to our dealer network and customers at the York, PA training facility. Classroom training is provided for small split system products (school and shuttle bus), large split system products (inter-city/coach) and large integrated products (transit). We feel confident that your needs will be covered in our standard course outlines. If you have a specific or specialized training need, please don't hesitate to ask. In most cases we can accommodate.



The curriculum for these courses is designed with emphasis in two major areas, basic refrigeration and basic electrical training. Understanding these two fundamental areas as they relate to air conditioning product, is essential to provide an overall “core” knowledge, regardless of the specific equipment. Students will be required to successfully complete daily homework assignments, quizzes, and a final exam tailored to the course attended.

The Training Facility is equipped with various offerings of Mobile Climate Control equipment to provide a better understanding of the product. Simulators are used to familiarize students with the Electronic Controls MCC offers for various products, as well as the logic process involved in their control of the equipment.

Upon successful completion of the course, students will be awarded with a Certificate of Achievement related to the course curriculum.



Mobile Climate Control

**The most complete HVAC provider
for commercial vehicles**

