



Northland Mechanical Contractors, Inc.
9001 Science Center Drive
New Hope, MN 55428
(763) 544-5100 • Fax (763) 544-5764

AFTER HOURS SERVICE PROCEDURES

Northland Mechanical offers emergency Plumbing and HVAC service 24 hours a day everyday of the year. After hours emergency service can be reached by dialing our main office telephone number as during normal business hours. That number is **763-544-5100**.

Between the hours of 4:30 p.m. and 6:30 a.m. all calls are answered by our answering service. The answering service determines whether the call is plumbing or HVAC by asking a series of questions. They then send a numeric page to the appropriate on-call service technician if emergency service is required. The on-call technician will return your call in a very short time and respond if you would like emergency service. The answering service has a list of Northland Mechanical employees to call if the on-call service technician doesn't respond in a timely fashion. The answering service also sends a fax to our office for each call they receive and for any messages that you may wish to leave if you don't require immediate assistance.

Also, 763-544-5110 bypasses the answering service and rings through to our office, should you like to leave a voice mail message after hours or possibly get through to someone working late or working during the weekend.

Response time for service calls made during office hours is determined by the order of receipt and urgency of the call. We do give preferential scheduling to Service Agreement customers. After-hours service is performed as soon as possible on a first called, first serviced basis.