

HVAC Investigators (HVACi) provides objective damage assessments and desktop pricing reviews of commercial and residential HVAC equipment nationwide, exclusively on behalf of insurance carriers. HVACi leverages more than 1,000 licensed and vetted technicians to provide many thousands of assessments every year, anywhere in the United States. For adjusters who want an all-in-one HVAC claim solution, HVACi offers actionable reports, quick cycle times and high quality service at a reasonable, flat rate.



EQUIPMENT ASSESSED

- Boiler
- Chiller
- Evaporative Cooler
- Exhaust Fan / Ventilation
- Furnace
- Geothermal
- Heat Pump
- Make-Up Air Unit
- Mini Split
- Package Unit
- PTAC
- Refrigeration
- Split System
- Window Unit



PERILS ASSESSED

- Foreign Object Impact
- Freezing Conditions
- Hail
- High Voltage Surge
- Improper Installation
- Lightning
- Mechanical Breakdown
- Smoke / Fire
- Theft / Vandalism
- Unknown
- Water
- Wear & Tear
- Wind



AVERAGE CYCLE TIMES

INSURED CONTACT TIME

2 BUSINESS HOURS

RESIDENTIAL DESK REVIEW

4 BUSINESS HOURS

COMMERCIAL DESK REVIEW

24 BUSINESS HOURS

RESIDENTIAL ONSITE

3-5 BUSINESS DAYS

COMMERCIAL ONSITE

5-7 BUSINESS DAYS



SERVICE OFFERINGS

SERVICE FEATURE	ONSITE INVESTIGATION	DESKTOP REVIEW
Onsite Investigation	✓	
Cause of Loss Determination	✓	
Repair vs. Replace Cost Comparison	✓	
Market Pricing Research	✓	✓
Like Kind & Quality Research	✓	✓
Recommended Settlement (ACV & RCV)	✓	✓
Repair Referral for Covered Losses*	✓	

*Excludes damages caused by Wear & Tear

WHY YOU SHOULD USE HVACi



**INDUSTRY LEADING
CYCLE TIMES**



**ACTIONABLE
REPORTS**



**COMPETITIVE FLAT RATE
PRICING**




**POST CLAIM
SUPPORT**

HOW TO SUBMIT A NEW ASSIGNMENT

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