



Questions from 04/22 Meeting

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Cost

What is the cost for the standard package and what does it include?

- Our standard retrofit package costs \$5,150 and includes a new door, Honeywell Pro Thermostat with digital display, valve replacement, brand-new Inner-Cool Systems Unit, dual water sensors, closed cell insulation, quick connect control box, new motor and housing, and stainless-steel drain pan.
- Also, if you have your own personal thermostat that you prefer to use instead of ours, we can install it for you free of charge (i.e. Ecobee/Nest/etc.)

What additional add-ons do you offer and what is the cost?

- We offer an optional Electrostatic HEPA filter that comes with a pack of 3 filters (\$450) and/or the Ion Air Quality Plasma Add-On (\$450)

How much does it cost just to replace the door without the new unit?

- \$700 and you can apply that as credit towards a new unit if you decided to change your unit in the future.

Thermostat

What thermostat comes with the standard installation and is it a smart thermostat?

- Our standard package comes with a Honeywell Pro thermostat model no. TB-8575

What features does the thermostat come with – can I control it outside of my home?

- The Honeywell Pro comes with a digital display, three fan speed selector, and auto features.
- The Honeywell Pro does not come with Wifi/Bluetooth features, but if you would like to provide your own smart thermostat, we can connect that for you free of charge (i.e. Ecobee, Nest, etc.)

If we wanted to use our existing thermostat or a different smart thermostat i.e. Nest, Ecobee, etc. is it possible to have you install that- what is the cost?

- As long as the thermostat you would like to use is 24volts (low voltage) then yes, we can install that for you – for example, Nest and Ecobee are both 24 volt systems.

After you install the new thermostat will you be able to repair the surrounding area? (i.e. painting/wallpaper/drywall repairs)

- We have back plates that cover the previous thermostat's surrounding areas.



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Installation Process

Is the width of this panel the same as the width of the current vent panel?

- We will make an opening to fit the system which is the same dimensions as the door – the new door will cover the opening needed to fit the new system.

If we have wood paneling on that wall can your team cut the larger opening through that wood?

- Yes, we are trained to make the proper cuts to fit the new systems.

Will you be replacing shutoff valves? We were told valves were old and should be replaced.

- Absolutely, we will be sure to replace the existing shutoff valves as part of our standard installation package.

Can the additional upgrades be added in the future? (i.e. the HEPA filter/plasma upgrade)

- Yes, if you would like to begin with the standard package and have the upgraded added in the future, we can accommodate that.

Future Servicing of Units

What warranties do you offer?

- We offer a 5-year warranty on all parts and free labor within the first 2 years on any warranty repair.

Are the filters proprietary or can we purchase replacements on our own (i.e. Home Depot/Lowes)?

- The filters that come with our standard package are standard sized filters you can find at your local hardware stores.

Are you the only one who manufactures and services these units?

- We manufacture our own equipment and the units can be serviced by any HVAC technician trained and familiar with high rise equipment.
- We encourage the use of our service technicians because our units come with a 5-year manufacturers warranty and free labor for 2-years on warranty repairs.



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References & Partnership

Can we have a contact with the management of a high-rise condo building in Chicago that you have installed a unit in?

- Yes, below is a list of our references:

The Pierre | 2100 Lincoln Park West, Chicago, IL

- Juan Alvarez - Chief Engineer | (773)-213-3615
- Susan Berlowits - Homeowner | (773)-972-1804 | sberlowi@yahoo.com

The Constellation | 1555 N. Dearborn, Chicago, IL

- Jesus Ariel – Chief Engineer | (561)-563-1298 | JesusAriel7@gmail.com
- Gloria Lin – Homeowner | (847)-830-8010 | gloriahlin@hotmail.com

What does it mean that Falco HVAC is working “in conjunction with” Inner-Cool Systems? What is the relationship between the companies? What is “Inner-Cool Systems”?

- Inner-Cool Systems is the manufacturer of the retrofit units and Falco HVAC is the professional installation and servicing company.

Specs

Is there another option for doors if we do not like the one provided?

- In current state, we only have one door design for the specific units in your building but if there is enough demand we can explore potential options in the future.

Does the electrostatic upgrade take the same filters as the standard unit?

- The electrostatic filters have their own specific filters that are different than our standard package.
- The initial upgrade installation will come with one filter included and we offer a pack of 3 for \$38 which will last a year.

Could you tell us a little about Inner Coil System’s quality and reliability, etc.?

- Inner-Cool uses 18 gauge stainless steel for the majority of the unit and 16 gauge for the fan support. We use Belimo actuators which are backed by a 5-year warranty. The plug and play control box is quality tested in house and ensures ease of installation. The chassis is backed by a lifetime warranty. We have separate ETL certifications for our control box and our unit.

What is the dB, CFM, tonnage & BTU capacity of your units?

- 450 CFM | 1.00 Ton | 13,500 BTU/HR | 41dB
- 600 CFM | 1.50 Ton | 18,000 BTU/HR | 52 dB
- 800 CFM | 2.00 Ton | 24,000 BTU/HR | 57 dB