



Mobile Climate Control

Customer Care

PN: 89-004

3.0

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Welcome to Mobile Climate Control

Dear valued customer,

Mobile Climate Control would like to welcome you to our user friendly customer care network. We are eager to handle all of your commercial vehicle HVAC replacement parts needs. Enclosed you will find some basic information to familiarize you with our people, services and ordering procedures.

Hours of Operation:

One call to 1(800) 673-2431 does it all! Our Customer Care Response Center is available to you from 8:00 a.m. to 5:00 p.m. EST, Monday through Friday. The customer service representatives and technical consultants are ready to answer all of your parts related questions.

Online Services available 24/7:

The Mobile Climate Control Parts portal can be found at www.mcc-hvac.com. As a Mobile Climate Control dealer, you now have access to our secure website for placing and tracking orders, downloading pricing, viewing bulletins and references and much more. Come visit us at www.mcc-hvac.com. Included in this Welcome Guide is an overview of our web site and Parts portal with quick reference tips.

We appreciate your business and look forward to meeting all of your service and replacement parts needs.

Sincerely,

Mobile Climate Control

Who to Contact

The Mobile Climate Control Support Team

Customer Service

Hours of operation: 8 AM to 5PM EST

Phone: 1(800) 673-2431

Fax: 1(800) 764-8606

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

Web Address: www.mcc-hvac.com

Sales

Sales Administrator, Bus Group

– Commercial and School

Jerry Peters

(717)767-3304

jerry.peters@mcc-hvac.com

Parts Sales Manager

Doug Barton

(724) 947-0823

douglas.barton@mcc-hvac.com

Customer Service

Customer Service Manager

Amy Imhoff

(717) 767-3327

robert.picker@mcc-hvac.com

Credit / Collections

Controller

Mark Samuelson

(574) 534-1516 Ext. 2157

mark.samuelson@mcc-hvac.com

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

Service and Warranty

Customer Support Manager

Robert Krajcsik

(717) 767-3341

robert.krajcsik@mcc-hvac.com

Service and Warranty Manager

Paul Mauceri

(905) 482-2750 Ext. 1208

paul.mauceri@mcc-hvac.com

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, school and coach 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 San Antonio 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 conditions or terrain. Our solutions create a comfortable driving environment with defrosted windscreens, fresh air and a perfect working temperature.

Specialty, Utility & Defense

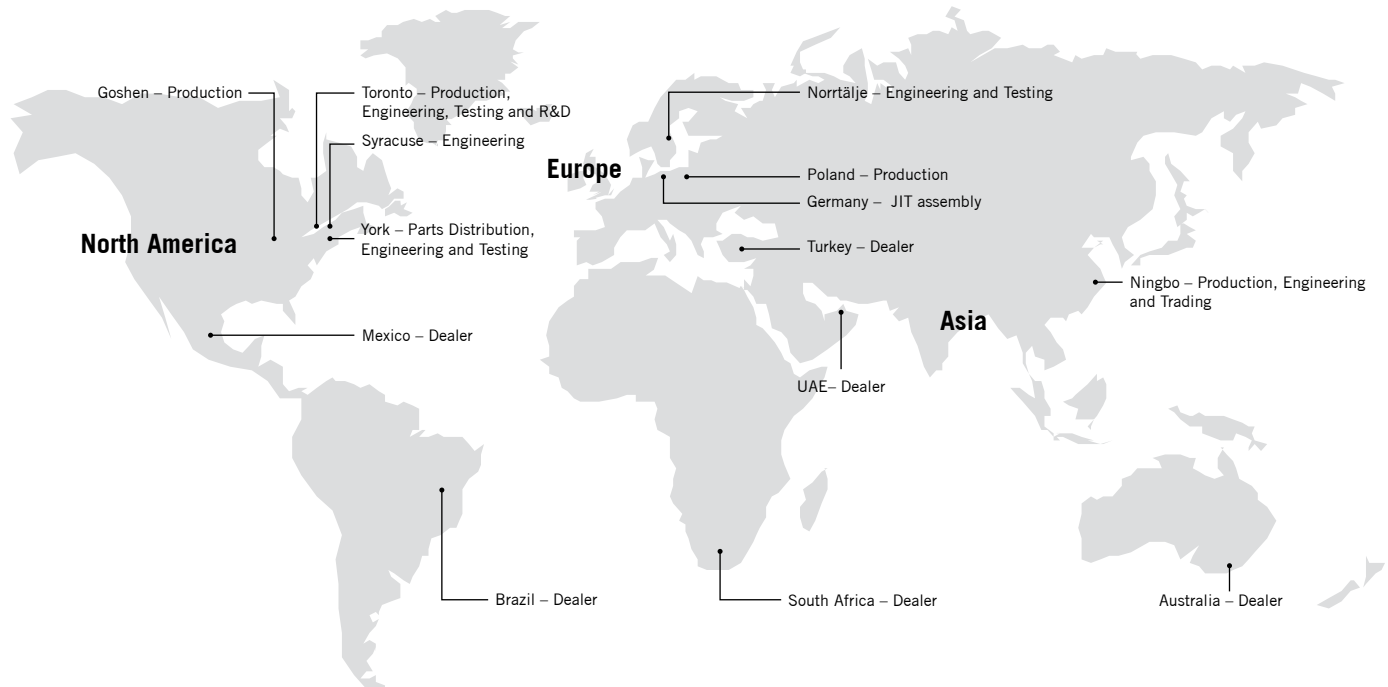
Climate control for those who serve



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).



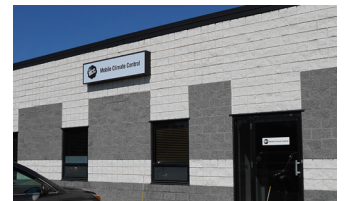
Toronto ON, Canada



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 fuel consumption. All of this while requiring less maintenance.



Cool comfort

Our roof top units are designed to maintain good climate using only fresh air at an ambient temperature of up to 18° C / 64.4° F, load and a maximum number of passengers.

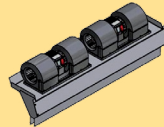


Climate impact

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.

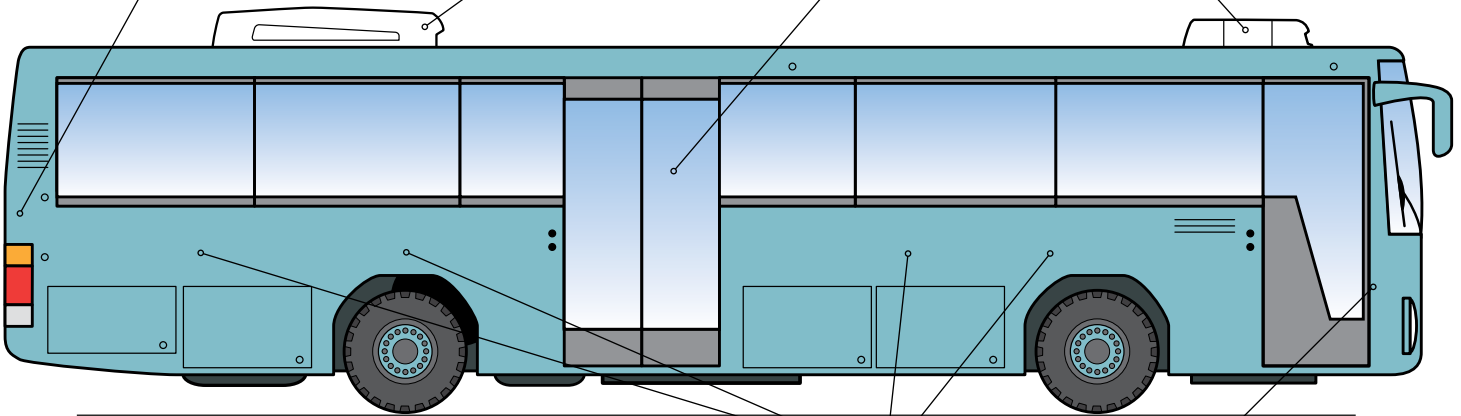


A higher level of comfort

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

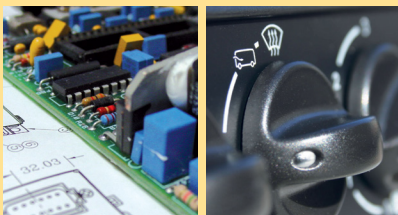
Flexible modular climate control

EcoFlex is the brand new A/C family. Models are manufactured with extensive use of aluminum components to keep the weight to a minimum.



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.

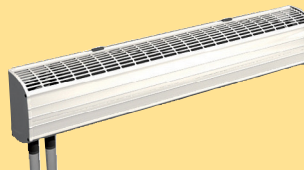


In limited space

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

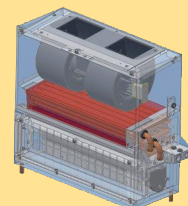
Even temperature

Draughts 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 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.

To stay up to date with our latest product introductions, make sure to sign up for our Newsletter. Just send an mail to newsletter@mcc-hvac.com with your name and company.

And also, make sure to visit our homepage frequently to get full details on our releases.



Home

On Road

Off Road

Defense

MCC Customer Care

Contact

- Home
- About us
- Experience
- Research and development
- 3D Models
- ▶ CFD Consulting Service
- ▶ Test facility
- Quality
- Environment
- Corporate Responsibility
- Careers
- ▼ **News**
- Meet us at Bus World!
- Design - prototype - the future
- Expanding our market coverage
- Operating worldwide
- ▶ News archive
- Search



MCC + Carrier Bus AC = North America's first choice for climate comfort

MCC delivers both heating and cooling products to all Transit, Coach and Intercity bus manufacturers in North America with a product range that is designed to fit any of the different bus models. MCC also provides HVAC products to the majority of the School and Shuttle Bus manufacturers in North America. MCC is the market leader for all bus heating and cooling in North America. In the transit bus AC segment MCC is currently number 2, but growing with a firm commitment to reach the number one position.

MCC has been a major player in the bus heating business since the mid 80's and as such has been supplying thousands of heating systems to all major bus manufacturers, both in North America and in Europe. At the same time MCC also had a minor business with AC products (mainly rear mount AC's) for the Coach industry.

In 2011 United Technologies, Inc. decided to divest its North American Bus AC business operating under the brand name Carrier, within the Carrier Transcold division. In order to strengthen its market position and become a leading player also within the bus cooling business, MCC acquired all the assets of Carrier Bus North America. As the brand name Carrier was not included in the transaction MCC could not use the Carrier brand going forward. The acquisition added approximately \$60M of annual sales of Equipment and Parts to MCC's previous sales of \$120M. It also gave MCC, North America's most extensive Dealer and Service Network with approximately 400 dealers and service points all across the USA.

Since the acquisition in April 2011, MCC has integrated the acquired business by consolidating all production of the Bus AC product portfolio to its plant in Goshen, Indiana. In parallel the product portfolio has been modernized and streamlined into the most competitive and complete bus HVAC product offering on the North American market. The Parts business has been moved from Syracuse, NY to a brand new facility in York, PA in which MCC also has an engineering office, a complete product training center and a bus AC test facility. In addition to the York



Choose the best refrigerant

R134a is your best refrigerant choice for transit. A properly sized and optimized R134a system will give you the same performance as R407C - and bigger fuel savings. What is more, it's easy to convert. Read or download nine facts that will put you on the road to higher savings. [Read more >>](#)

Design - prototype - the future



We develop future and emerging technologies and apply them to new products. One current focus is electrified solutions for our main segments. This is in anticipation of the continued growth of electric and

Parts: EcoValue, 40-Series, and SmartParts

Your “One Stop Shop” for parts & accessories

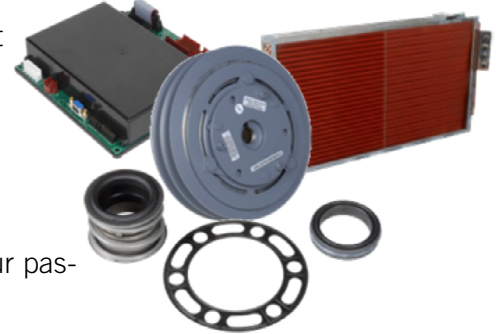
MCC is proud to introduce a “One Stop Shop” for your spare parts and accessories needs. Three programs have been created, EcoValue, 40-Series and SmartParts, to address different needs for the market place.

Mobile Climate Control EcoValue Parts

The Eco-Value Parts line carries parts from the same trusted suppliers that go in to Mobile Climate Control’s production units.

Mobile Climate Control’s Eco-Value Parts offer you Original Equipment Manufactured quality and performance because there is no compromising on reliability.

When it comes to the HVAC system performance of your vehicles, your passengers deserve climate comfort.



Mobile Climate Control 40-series Parts

The 40 series Parts offer a wide assortment of replacement parts for your Thermo King®, Trans/Air®, Suttrak USA®, ACC®, ProAir/ACT®, and Eberspächer® equipment through our 40-Series Parts line.

We are continually growing and expanding this line of parts, so check back with us frequently to see what’s new. You can be assured that Mobile Climate Control engineering and quality assurance has been built into every 40-Series Part. All 40-Series Parts are engineered to meet and exceed Original Equipment Manufactured specifications and their warranty is supported by over 300 serving dealers across North America.

Mobile Climate Control is pleased to provide our customers with a high quality, competitively priced and convenient alternative to our competitors.



SmartParts

Mobile Climate Control

We’re excited to announce that MCC SmartParts are coming soon. Smart Parts are MCC’s new line of high-volume, very competitively priced, common replacement parts. Check back on the MCC website for updates on the status of SmartParts.

Be on top of Parts and Programs

Stay updated on how to build MCC Quality into your HVAC Units

Visit our Parts Portal for the latest EcoValue Parts information.

Our 40-Series Parts can be found in our Parts Portal and as a download.

Don't see the part you're looking for? Let us know and we'll see what we can do. We are always looking for new suggestions for additional competitor parts to carry.

Be sure to take advantage of our Parts specials and seasonal inventory blow outs.

MCC SmartParts, common or what we call commodity parts that are very price sensitive and meet the original OEM specifications are coming soon, check our website for updates.



One stop shop for parts to depend on
Spare parts and accessories for your bus



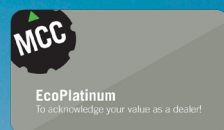
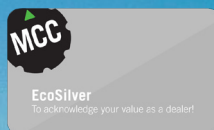
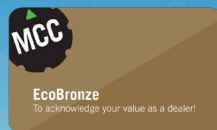
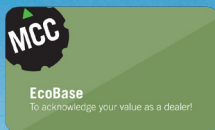
MCC Parts – one choice, many options

See our range!
Other side

**Together we grow
sales and profitability
with**



MCC Loyalty Program



Mobile Climate Control Customer Care Portal

Parts Portal: Your Direct Connection

<http://www.mcc-hvac.com/MCCCustomerCare/>, is your direct connection to Mobile Climate Control for Eco-Value Parts, 40-Series Parts and SmartParts. The Parts Portal will keep you up-to-date regarding all areas of our business partnership with the latest news and announcements.

Parts Portal

Our electronic order processing system provides the following benefits:

- 24/7 Accessibility
- Real-time price and availability
- Item lead-times
- Automatic item substitutions
- Access to tracking number
- Automatic order entry into our operating system
 - Faster order turnaround
 - Less room for errors
- Quicker order time cycles and order acknowledgments
- Drop-shipment address fields which save for future use

Parts Portal User Guide

Access the Mobile Climate Control Parts Portal link from the MCC Internet page www.mcc-hvac.com as follows:

1. Click the “MCC Customer Care” tab at the top of the page
 2. Click the “Parts” on the left-hand menu
 3. Click the “Parts Portal” link. (Please note that there may be a slight delay with the page loading the first time you enter the portal)
- Enter your User ID and Password to enter the site
 - Once in the site, click the “Help” button to open the MCC Parts Portal Instructions

The screenshot displays the MCC Mobile Climate Control website interface. At the top, the MCC logo and the text "Mobile Climate Control" are visible. Below this is a navigation bar with tabs for "Home", "On Road", "Off Road", "Defense", "MCC Customer Care", and "Contact". A red arrow labeled "1" points to the "MCC Customer Care" tab. On the left side, a sidebar menu is shown with a red arrow labeled "2" pointing to the "Parts" option. The main content area features the heading "Introducing MCC Customer Care" and a paragraph of text. A red arrow labeled "3" points to the "Parts Portal >" link. At the bottom, there is a link for "Contact Us" with the text "If you need assistance Please Contact Us".

Warranty and Registration Portal User Guide

Mobile Climate Control introduces its “state of the art” Web Warranty System. We have now implemented our new, full featured, warranty system.

- Ease of submittal
- Table of Standard Repair Times and Parts can be looked up at time of submittal from a pull down menu
- Quick registration module
- Ease of Parts return with online RMA's
- Fast turn-around of payment
- Online lookup of serial numbers and VIN's
- See the Status of your claim “Real Time” 24/7

As an authorized MCC dealer, just go to our web page <http://www.mcc-hvac.com> and click on “Customer Care tab” (1) and select “Warranty” on the menu (2). Click on the Click here for “Warranty and Registration” link (3).

The screenshot shows the MCC Mobile Climate Control website. At the top left is the MCC logo. To its right is the text "Mobile Climate Control". Below this is a horizontal navigation bar with tabs: Home, On Road, Off Road, Defense, MCC Customer Care, and Contact. A red arrow labeled "1" points to the "MCC Customer Care" tab. Below the navigation bar is a dropdown menu for "MCC Customer Care" with the following items: Parts, Warranty (highlighted in green), Downloads, Bulletins, Newsletter, Parts Contacts, Dealer locator, and Spring training schedule. A red arrow labeled "2" points to the "Warranty" item. To the right of the dropdown menu is the "Warranty" page content. It features the heading "Warranty" in green, followed by the text "Welcome to MCC's Customer Care Portal. Here, you will find product registration as well as a venue to enter warranty claims." Below this text is a link: "[Click here for Warranty and Registration >](#)". A red arrow labeled "3" points to this link. At the bottom of the page content, it says "If you need assistance please [Contact Us](#)".

The Warranty Login page will appear.

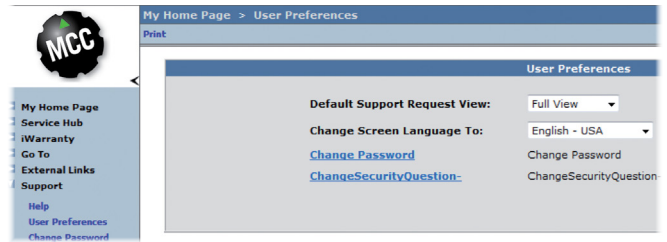
The screenshot shows the "Welcome to MCC Customer Care" login page. At the top left is a gear icon. In the center is the MCC logo and the text "Mobile Climate Control". On the right side, there are two input fields: "User ID:" and "Password:". Below the "Password:" field is a "Login" button. Below the "Login" button is a "[Forgot Password](#)" link. At the bottom of the page, there is a footer that reads "Welcome to MCC Customer Care. Please enter your credentials to use the application."

Please contact us for your user ID and Password.

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:

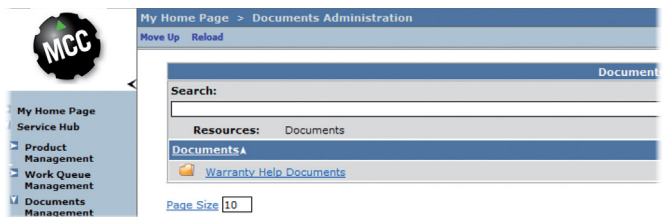
1. From Front page select Support
2. From Support Page select User Preferences
3. Then change password
4. Provide required Information (Password must be at least 9 characters with letters and numbers)
5. Then select change Security question and fill-out each question and answer



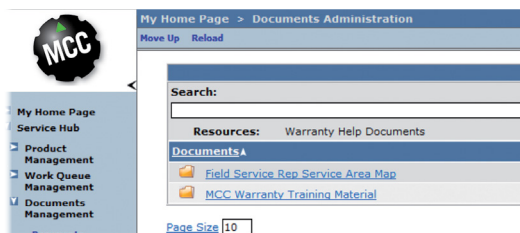
Full instructions are available within the system.

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



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

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.

MCC Product sheets and bulletins

You can find different information and notes about our aftermarket pricing change (Sales Bulletin), all aftermarket parts promotions (parts Bulletin) and all aftermarket parts, service updates and important announcements (MCC Service Bulletin).

This tab is protected with password for MCC dealer/service net work members only. See below how to login into the Bulletin tab.

Username: (XXXXXX)

Password: (XXXXXX)

The image displays two screenshots of the MCC Mobile Climate Control website interface. The top screenshot shows the 'Authentication' page with a search bar, a 'Send' button, and a red arrow pointing down to the second screenshot. The second screenshot shows the 'Bulletins' page with a navigation menu on the left, a 'Bulletins' section in the main content area, and three blue buttons on the right: 'MCC Sales Bulletin', 'MCC Parts Bulletin', and 'MCC Service Bulletin'. A red arrow points to the 'Bulletins' link in the navigation menu.

MCC Mobile Climate Control

Home On Road Off Road Defense MCC Customer Care Contact

Authentication

Search

Authentication

Username: customer

Password: datasheet

Remember me:

Send

MCC Mobile Climate Control

Home On Road Off Road Defense MCC Customer Care Contact

MCC Customer Care

- Parts
- Warranty
- Downloads
- Bulletins**
- Newsletter
- Parts Contacts
- Dealer locator
- Spring training schedule

Search

Bulletins

Here you can download MCC bulletins for Parts, Sales and Service. Click on the links to the right.

If you don't have access information, Please [contact us](#) with your Dealer ID in the email subject.

MCC Sales Bulletin

MCC Parts Bulletin

MCC Service Bulletin

Communications & 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.

Our primary form of communication is via email updates, website postings and mailings. You will periodically receive updates from our communications email address MCCpartsnews@mcc-hvac.com. This address is a two-way communication tool and we invite you to email us with any marketing inquiries or feedback.

Feel free to share the Mobile Climate Control customer care portal with your customers. This website has valuable news and up–dates, product overviews, corporate links and a dealer locator to help your customers find an authorized Mobile Climate Control dealer in their area.

With Mobile Climate Control EcoValue Parts, 40-Series Parts and SmartParts you have the tools needed to help drive your parts sales.

These sales tools can be downloaded and/or ordered at;
<http://www.mcc-hvac.com/MCCCustomerCare>

Order literature, sales premium items and info center can be accessed at;
<http://www.mcc-hvac.com/MCCCustomerCare>

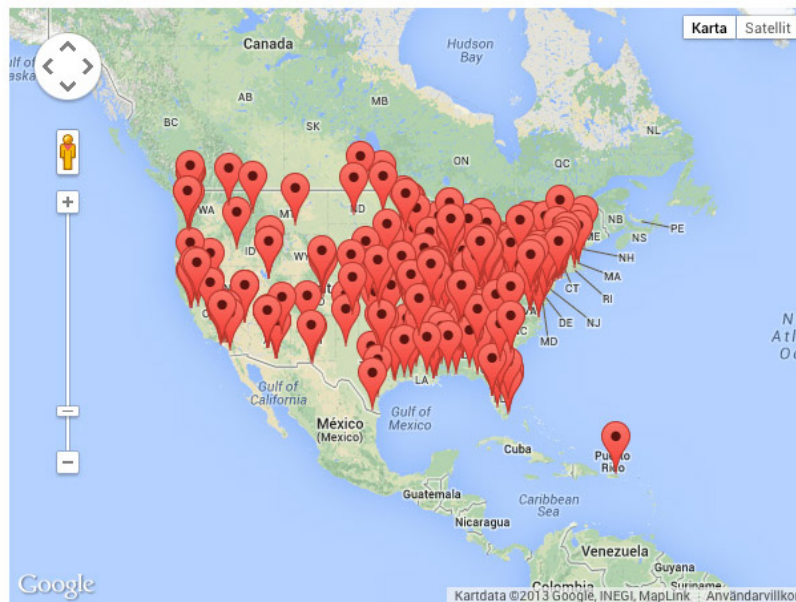
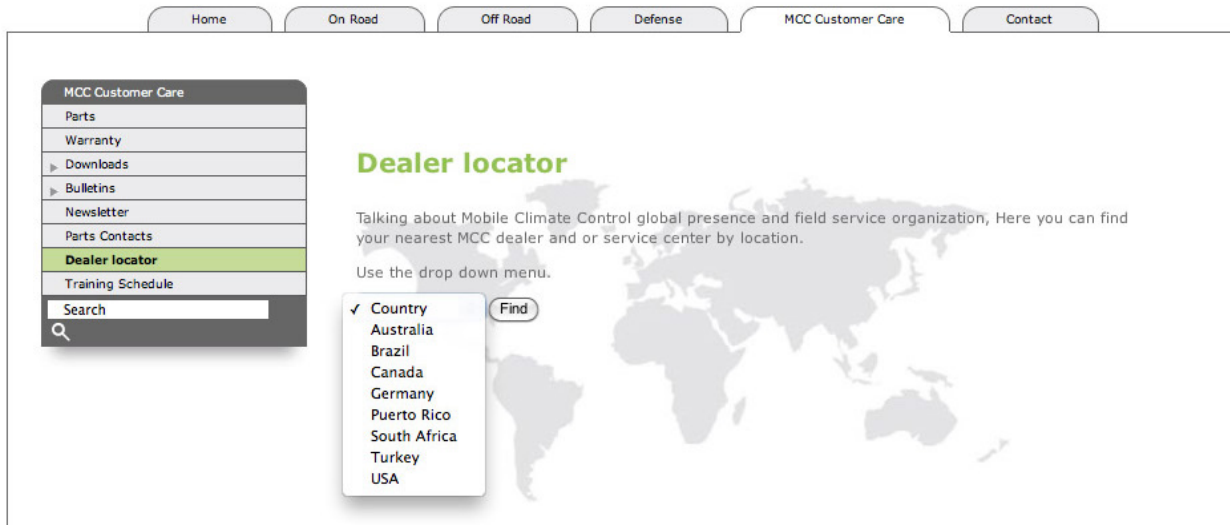
The Marketing Support Center gives you access to download the following marketing and sales tools:

- Welcome Kit
- Advertisements and more
- Brochures
- Data Sheets
- Dealer Advantage
- Newsletters
- Parts Bulletins
- Parts Manuals
- Product Catalog
- Product Specials
- Promotional Material
- Visual Identity Manual

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.



Your search "US" gave 352 results

To narrow the number of dealers displayed, use the search button below.

ALLIANCE BUS GROUP

56396 FRANK PICHON ROAD
70458 SLIDELL, LA
US

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 Split System applications, as well as Transit and Inter-city. Specific or specialized training curriculum can and has been tailored to better meet our Customers' requirements.

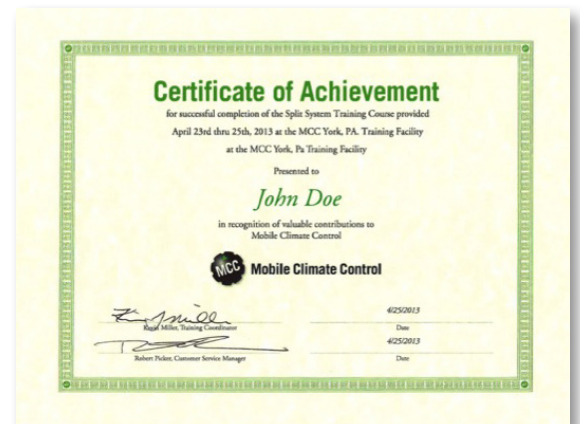


The curriculum for these courses is designed with emphasis in two major areas, basic refrigeration and basic electrical training. Understanding of these two segments related to air conditioning product, are essential to provide an overall "core" knowledge, regardless of specific equipment.

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**

