



Hire the best.
hire a STAR.



Mechanical Service Contractors of America
United Association



How do you select the right mechanical service contractor?

Let's face it. If you're like most building owners and facility managers, you know how critical it is to find the right mechanical service partner to keep your building's HVAC/R systems in top shape. You need a firm that can help you maintain satisfied tenants *and* profitability — all while making necessary repairs or upgrades in a timely and efficient manner. But how do you know you're making the right decision when virtually every firm promises the same thing: the best workmanship, customer service and value?



The choice is easy: Look to the stars for the best.

The mechanical service industry's two most respected organizations — the *Mechanical Service Contractors of America (MSCA)* and the *United Association of the Plumbing, Pipefitting and Sprinklerfitting Industry of the United States and Canada (UA)* — have teamed up to create independently verified certification programs for contractors and technicians (MSCA STAR and UA STAR) as well as a comprehensive technician training program.

By bringing together the best of both worlds, customers can experience unparalleled workmanship from the industry's most skilled technicians, along with a partnership with a contractor who understands your needs and has a proven track record of success.

MSCA STAR

MSCA STAR is a designation awarded to outstanding contractors who have demonstrated industry-leading practices in a number of key competencies (safety, training and education, customer service) along with having technicians who are UA STAR certified.

UA STAR

UA STAR is the only HVACR technician certification program that is ANSI-accredited and ISO 9000 certified. To become certified, technicians participate in a rigorous five-year apprenticeship training program called Five STAR Training and have extensive on-the-job experience. Only those who pass the comprehensive exam at the conclusion of the training become UA STAR certified technicians — the best trained and most dedicated workers in the industry.

The benefits of MSCA STAR and UA STAR.

Hiring an MSCA STAR contractor does more than just bring bottom-line value to your organization. It gives you peace of mind knowing that your building's mechanical systems are in the capable hands of an experienced professional who's dedicated to giving customers nothing but the best.

The MSCA STAR certification means:

- ★ References and work history have been independently verified and guarantee a track record of quality work and superior customer service.
- ★ Safety records are well documented and held to the highest standards in the industry.
- ★ You'll be hiring an experienced contractor who knows how to serve the changing needs of commercial, industrial and institutional facilities, while keeping up with the latest equipment technologies.

The UA's Five STAR Training program is the basis for becoming a UA STAR technician. As part of the Five STAR training program:



- ★ Technicians participate in an intensive five-year education program which includes 1,200 hours of classroom instruction and hands-on training.
- ★ Technicians gain an understanding of every aspect of commercial, industrial and institutional building mechanical systems' operation, in addition to other critical skills such as customer service and safety.
- ★ Technicians participate in the only HVACR technician training and exam program of its kind that's ANSI-accredited and ISO 9000 certified — meaning the UA STAR technician has passed the toughest standards in the industry.
- ★ Every year, the UA spends \$110 million on training its members to ensure that critical skills are developed and maintained.

Backed by the best in the industry.

MSCA and UA, the recognized leaders in mechanical service, have teamed together for over 30 years of labor, education and community service outreach to create the most successful partnership in the industry.

The Mechanical Service Contractors of America provides educational, marketing and labor relations resources to over 1,200 member mechanical service contractors across North America.

And with over 300,000 members, the United Association of the Plumbing, Pipefitting and Sprinklerfitting Industry of the United States and Canada has been the leading HVACR industry trade union for 117 years.

MSCA STAR applications and the UA STAR exam are independently reviewed by the National ITC Corporation, an internationally recognized, ISO certified and an ANSI-accredited personnel certification agency for the HVACR industry. Our independent third-party certifier means you can rest assured that only the contractors and technicians who have earned STAR certification receive that prestigious designation.

Why would you hire anyone else?

Hiring a mechanical service contractor makes sense for you, your occupants *and* your budget. No other contracting organization has the knowledge or hands-on expertise to offer you the support you need before, during and long after the work is done. It's how we do business, and it's a huge part of why so many building owners and facility managers continue to rely on MSCA STAR contractors for all their HVAC/R system needs.

Maybe it's because we use the industry's most stringent and rigorous certification process. Maybe it's because we employ the industry's best trained technicians or value continuing education for all our employees. Whatever it is, it's something you won't find anywhere else — the peace of mind knowing your contractor has been recognized as one of the best in the competitive mechanical service industry.



Mechanical Service Contractors of America
1385 Piccard Drive
Rockville, MD 20850
301-896-5800
www.msccstar.org



United Association
901 Massachusetts Avenue, N.W.
Washington, DC 20001
202-628-5823
www.ua.org