

Home Service Contractor CHECKLIST



Company: Malek Service Company

Maintenance Plan

Our Total Protection Plan provides V.I.P. service, \$0 diagnostic fee for service calls during office hours, biannual HVAC tune ups, no overtime charge for emergency service calls even on weekends and holidays, lifetime thermostat replacement (of equal or lesser value) & annual plumbing maintenance.

Installation Process

After our technician diagnoses your situation, he will propose multiple quotes based on different levels of solutions available. For example, we will offer basic, mid-tier, and premium solutions for you to choose from.

Warranty

We offer different warranties such as warranty on labor or parts. Warranties can extend up to 10 years!

Community Involvement

Since 2014, Malek has donated 100 box fans to the Salvation Army of Bryan/College Station during the summer. We want to give back to the community for the safety and comfort of others.

BBB Rating & Accreditation

Malek Service Company's rating on bbb.org is A+ and has been accredited since May 29, 1992.

After Hours Policy

For our Total Protection Plan members, emergency personnel are on standby to take care of immediate emergencies. Safety and comfort are our greatest priorities, therefore we provide a "no sweat policy" for our members. In addition, they have no overtime charge for emergency service calls, even on weekends and holidays.

Financing Options

We coordinate financing options available with approved credit with Wells Fargo, Greensky and Mosaic. Types of financing options include bank-backed, manufacturer-backed, and dealer-backed.

Insurance

Malek has insurance for both our customers and our employees. Liability insurance is an important thing to look for in your HVAC or plumbing company. It protects from accidental injury to people or property. Meanwhile, workers' compensation is used to protect our employees while at work.

Experience

Malek has over 30 years of experience in both residential and commercial HVAC service.

Reputation

Google Reviews: 4.7/5
Facebook: 4.6/5

Licenses

HVAC: TACLA9262C
Plumbing: M-43228
Electrical: TECL19795