



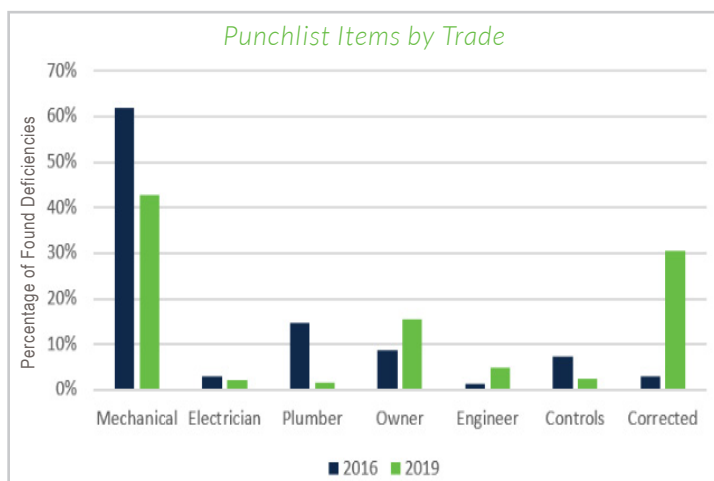
Melink's ongoing partnership with a national coffee house chain has led to higher construction quality over the years.

Context:

Since 2016, Melink has been contracted by a national coffee house chain to perform HVAC services. As part of a multi-year, multi-site program, Melink has performed full HVAC testing and balancing, as well as building commissioning, for the chain's new locations in the Midwest U.S. After each site visit, Melink provides a detailed report including a punchlist, which is promptly distributed prior to the technician leaving the site. These reports allow the customer to resolve punchlist items under warranty and hold contractors accountable for their work, ultimately leading to cost savings and projects adhering to their respective construction timelines.

2016 to 2019 Report Comparisons:

Melink has proven to be a knowledgeable third party for the chain. By partnering with Melink, the chain realized construction quality improved over time, thanks in part to the consistent relationships Melink built with contractors. The more Melink worked with the chain's hired contractors, higher quality construction was completed. The following data was analyzed from among 34 job sites Melink visited in 2016 and 2019:



Key Points:

- Overall punchlist items that were corrected while Melink was on site or between visits increased from 3% in 2016 to 30% in 2019. This is 10x more corrected items.
- Open punchlist items for the mechanical contractor decreased from 62% to 43%. There was a 30.6% reduction in open mechanical items, which can contribute to negative building pressure and comfort issues.
- Engineer punchlist items increased from 1% in 2016 to 6% in 2019. This is due to Melink's additional review to help prevent repeat issues stemming from mechanical design.
- Controls punchlist items decreased from 7% in 2016 to 3% in 2019.