

# Rieck builds trust through consistency, timeliness

## Works with Speedway SuperAmerica staff to ensure quality service, support

Shortly after Speedway SuperAmerica LLC opened up its new headquarters in Enon, Ohio, Rieck Services was contracted to maintain its HVAC and mechanical equipment. The two companies came together in 1995 to develop the Planned Maintenance agreement for the 135,000 square foot headquarters. In 1999, Rieck's duties expanded to maintain the new 40,000 square foot building constructed adjacent to the original complex.

Rieck maintains several types of equipment throughout both buildings including air handlers, Liebert units, boilers, a chiller, and a cooling tower. Each type of equipment is serviced by



The Speedway SuperAmerica Headquarters in Enon, Ohio

technicians that have received specialized training on the equipment they are maintaining. These special skill sets that each technician provides enhance the quality of maintenance, but the technicians also work closely together to ensure that the entire HVAC system is running optimally.

Speedway SuperAmerica's Manager of Administrative Services, Frank Mazzucco, said that HVAC and mechanical systems are a large part of operating the headquarters. He believes that maintaining that equipment is important to keeping maximum productivity in the company offices.

"I think preventative maintenance is important in maintaining any facility, new or old," Mazzucco said. One of the best advantages to the preventative maintenance program, according to Mazzucco, is that the number of service interruptions is minimized.

Through the planned maintenance agreement offered by Rieck, Speedway SuperAmerica enjoys better equipment reliability and efficiency because of the measures taken by Larry Chaney and Bill Dwyer, the Rieck technicians responsible for the complex.

Mazzucco likes the fact that Rieck doesn't have a lot of turnover with well-skilled employees, and it has benefitted Speedway SuperAmerica because the same Rieck technicians have worked on the facility for several years. Mazzucco likes the familiarity that the technicians have with the equipment, and trusts them to keep the building's equipment running efficiently.

"I have a lot of confidence in Rieck because of the job they've done for us and the skill level of their technicians," Mazzucco said. "They are very proficient, thorough, and safety-conscious. They've identified minor issues that initiated minor repairs before becoming major problems."

Speedway SuperAmerica's primary building façade is made nearly entirely of glass, the HVAC system is critical to keeping the office space comfortable and employees productive. If a system failure would occur, the building would become uncomfortable very quickly in both the summer and winter months. However, Mazzucco is confident in the emergency service response team from Rieck. As Mazzucco points out, "Their emergency service is very timely and they do what they say they will do."