



The Importance of Accessibility from Your Spray Foam Equipment Provider

As you may already be aware, Spray Polyurethane Foam (SPF) is an incredibly versatile product that fits into a wide range of today's markets. And with the SPF insulation industry growing at a rapid pace, it's no wonder that countless professionals are looking to enter this opportunity-filled market and hop on board.

This means increasing numbers of SPF contractors are in need of equipment assistance and technical support more than ever before, day and night, and in numerous time zones across the U.S., as well as around the globe.

We Practice What We Preach

Let's face it: *customer service* is a phrase that gets tossed around a lot these days. Yet, does anyone truly practice what they preach?

A full service equipment and parts supplier, Intech Equipment and Supply features a wide range of industry manufacturers, providing the best in trusted industry equipment and backed by accessible, expert customer service. Our online store features equipment for spray foam insulation, spray foam equipment parts and turnkey mobile spray rigs, as well as traditional roofing equipment and safety equipment.

For many of Intech's competitors, the idea of excellent customer service is simply delivering SPF insulation in a box truck. However, at Intech, we believe there's a lot more to the process than that.

First and foremost, we make it a point to support our customers before they even make their very first purchase. In fact, one of our key differentiators is that we offer both the expert knowledge and manufacturer support to assist spray foam professionals throughout the entire purchase process and beyond.



We Go the Extra Mile to Set YOU Up For Success

SPF equipment is integral to the entire process of applied spray foam: from transferring the components out of the 55 gallon material drums, to properly heating and pressurizing the materials, to pumping them through hoses, to mixing and spraying the components.

If something during this highly technical process goes wrong, there's nothing more frustrating than throwing parts at equipment that don't ultimately fix the problem at hand. After all, when you are spending hard earned money and using up precious time, you want to get it right the first time.

From Day One, Intech's customer service and support team strives to do everything to keep customers spraying and carrying on with their daily tasks and responsibilities.

Our world class, technical support staff boasts more than 400 years of combined experience, complementing our main branch locations in three different time zones, including Arizona, California, Texas and Arkansas. This is what helps make us unique – to date, we are not aware of any other SPF equipment providers in the U.S. that provide more than one location.

Intech also has mobile techs and representatives strategically located throughout the country, as well as a vast network of independent representatives and authorized sub-distributors.



Nationwide Footprint, Easy Accessibility

A large number of SPF insulation professionals do not fully understand the impact and far reach Intech has as a nationwide spray foam equipment provider.

What does this mean? If your SPF equipment breaks down, one of our reps is most likely located within just a few short hours of your location, and can be there to help with technical support either that very same day, or the next day.

Regardless of your location, Intech can immediately assess via phone or in-person your equipment, recommend solutions, fulfill parts orders, and get your equipment up and running in the shortest amount of time possible.

The best part: there's no red tape to navigate through and you never have to wait for days for someone to return your phone call. We connect with SPF professionals in a wide range of emergency situations at all hours of the day and night, including weekends and holidays. So when you are down and need our help, we are always there for you.

And with customer service locations scattered across the country, Intech can deliver parts anywhere in the U.S. by the very next day. For example, if you are an East Coast professional desperately in need of a specific part after 5 p.m., a West Coast Intech agent can ship that part via FedEx, with a goal of delivery by 10:30 a.m. the next day.



A Real-World Example of Our Commitment

How have we helped save our customers' time and money? Here are some highlights from one recent success story, according to Keith Coultrap of Intech Equipment and Supply:

"We recently had a customer who was providing SPF insulation and restoration work to several turkey and poultry farms in California. Unfortunately, this customer's equipment had been idle for nearly seven months. After much frustration in getting his equipment up and running, he reached out to us via phone – in a different time zone – for support. Once we spoke with him and provided some technical advice, his equipment started right back up and pretty much everything was resolved. This poor customer was in complete panic mode before we connected – yet, we took him from 'dead on the water' to spraying foam and restoring those farms in just a matter of minutes."



The Bottom Line

At Intech, our company's ultimate goal is not to simply get someone on the phone and create a scenario to meet each other in person. Rather, our goal is to build the customer relationship by first diagnosing on the phone, next providing support either via phone or in-person, and, finally, building a long-term relationship for life.

"Our team members are extremely passionate about the spray foam insulation industry; how far it's come and where it's headed," said Keith Coultrap of Intech Equipment and Supply. "Intech was built on service and technical support, and is based on much more than simply making a profit. We really do what we love and we really love what we do."



About Us

Founded in 1995, **Intech Equipment & Supply** is an independent, full service spray foam and coatings equipment integrator and parts supplier offering equipment, parts, turn-key mobile spray systems and expert technical assistance.

Intech's key customers are commercial roofing contractors, insulation contractors, asphalt coatings contractors and the materials suppliers that serve those customers. Typical markets served are spray foam insulation, spray foam roofing, commercial roof coatings, single ply roofing, and colored asphalt coatings applications.

A world class technical support staff with more than 400 years of combined experience complements our full service branches in the U.S. in four time zones. We also have a network of independent reps and authorized sub-distributors. As a result, regardless of where customers are located in the U.S., Intech can troubleshoot equipment, recommend solutions, fulfill parts orders with its huge inventory, and get customer equipment up and running in the shortest amount of time. We keep customers' equipment running by recommending preventive maintenance programs for spray equipment, generators, compressors, breathing systems and accessories.

Intech Equipment & Supply has been recognized by Graco as a Top 20 Graco HPCF North America Distributor for six years in a row, including 2010, 2011, 2012, 2013, 2014 and 2015. For more information, visit www.intechequipment.com



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