



Facility
management

We'll take care of that

Facility management services

We offer professional facility management services to keep your business running at maximum efficiency, with no hassle whatsoever to you. The service is provided through our subsidiary Colmax Facility Management (FM), a professional facility management company with nearly a decade of experience in the business.

Colmax FM at a glance

- Established 2007
- 9 branches and representative offices covering peninsular Malaysia
- Preventative maintenance of 55,000 sites per year
- Average of 3000 cases resolved per month
- 40 fleet vehicles
- Proven ability to meet Service Level Agreements





Our advantage

1 Outstanding customer service

We provide our clients with direct access to us at all times, and put procedures in place so that issues can be fixed efficiently.

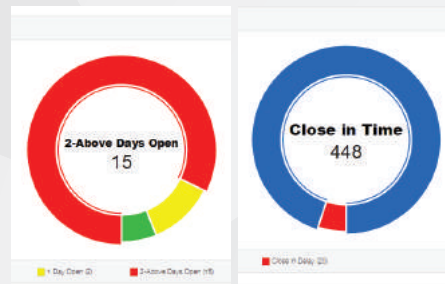
- Toll free service hotline, 9am – 5pm, Mondays to Fridays
- Dedicated 24 hour emergency service hotline
- Dedicated customer service team
- Trained, professional technicians
- Fleet vehicles to ensure quick response
- Efficient and courteous service at all times

2 Proprietary CRM platform

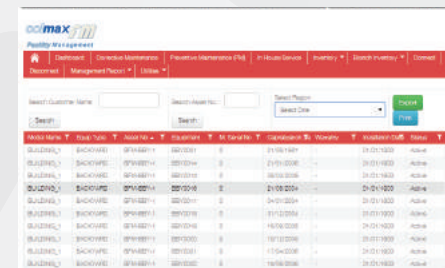
Our web-based platform puts real-time facility management information at your fingertips 24 hours a day, 7 days a week.



- Find out the number of pending, new and closed cases
- Find out details and status of each case



- Attractive summaries on how efficiently cases are being handled
- Cases broken down into corrective and preventative maintenance



- Historical diagnosis and solutions
- Future purchase analytical tool
- Includes a description of each asset, price and serial number

Our services

We do both preventive and corrective maintenance for these service areas:

Services	Examples of equipment
Lightings	Regular and energy saving LED lighting, emergency lights, external signage
Air conditioning systems	Filter cleaning, panels, wiring, piping, condensers, refrigerant levels
Chiller systems	Drinks fridges, cold rooms, salad bars, bar chillers, auxiliary chillers, chest freezers
Kitchen equipment	Ovens, fryers, hot water dispensers, soup warmers, gas stoves, microwaves, dough rollers, dishwashers, ice machines
Electrical systems	Power supply, sockets, switches, power room
Mechanical systems	Automated doors, hinges, door knobs, shutters
Fire protection systems	Maintenance, site inspections and certifications
Others	Hand dryers, insect control systems, wall tile repairs, plumbing, and much more

Colmax is able to adapt their services to meet our requirements and set service standards. They've also made continuous efforts to improve their systems and efficiencies over the years. I would definitely recommend Colmax' services.

Anne Seow, National Cold Drink Manager, F&N Malaysia
Client since 2010

3 Asset tagging

Equipment is tagged with a serial number and synced to our CRM platform.

- Greatly shortens the trouble shooting process, saving time, money and resources for our clients
- Provides valuable historical data

4 Proven track record

We take an innovative approach to facility management, which has enabled us to develop reliable and efficient standard operating procedures. We are proud that we always meet, and often exceed, the KPIs set in our Service Level Agreements.

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