



FORERUNNER APPLIANCE SERVICES INC.

Services in Detail

More than just a service company, Forerunner merges industry-leading service practices with advanced agentic AI and intelligent data systems. Through this ecosystem, we deliver a range of services designed to enhance insight, efficiency, and convenience for property management companies. Below, we explore these unique offerings and how they work.

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Asset Cataloging

To deliver the fastest, most efficient repair services and unlock the full potential of our data analysis capabilities, Forerunner Appliance Services provides comprehensive asset cataloging for all appliances under management. By systematically logging appliance details, we create a centralized database that enhances service accuracy, reduces repair times, and provides actionable insights into appliance performance and lifecycle trends.

Our cataloging process captures critical information for each appliance, including:

- Appliance type
- Brand
- Model number
- Serial number
- Age of the appliance
- Condition rating based on a standardized assessment

This data is securely stored in our system and is used to streamline diagnostics, optimize maintenance schedules, and improve decision-making regarding repairs or replacements.

Cataloging Methods

We offer two approaches to appliance cataloging, tailored to the needs and preferences of our clients:

- **Incremental Cataloging:**

Appliance details are collected gradually as service requests are made. During each service visit, we log information for the appliance being serviced and all other appliances at the same address. While this method spreads the cost over time, it is a slower process that may take years to fully catalog all assets under management. It also increases the likelihood of missed maintenance opportunities and can lead to higher costs from repeat visits due to incomplete data.

- **Bulk Cataloging:**

For a faster, more comprehensive solution, we offer bulk cataloging services. By organizing access to all units at once—via key or code entry and with appropriate notice to tenants—we can log appliance details for multiple units in a single, optimized effort. This method minimizes long-term costs by ensuring that all data is collected upfront, reducing the need for multiple visits and expediting future repairs. Costs for bulk cataloging are based on the number of units, travel requirements, and administrative coordination. However, these costs are intentionally kept low to cover labor and administrative expenses while ensuring that the long-term savings for clients outweigh the initial investment.

Custom Reports

By integrated the entirety of our services and systems we are able to provide comprehensive, data-driven reports to help property management companies make informed decisions about their appliances. Using our extensive database, we offer actionable insights to save money, improve efficiency, and enhance tenant satisfaction.

Example Report Insights

- **Appliance Health & Performance:** Get a detailed breakdown of appliance conditions across your properties. Identify which units are aging, underperforming, or at risk of failure based on service history, condition ratings, and manufacturer reliability.
- **Repair vs. Replace Analysis:** Compare the cumulative cost of repairs for each appliance against its age and condition. This report highlights when it's more cost-effective to replace an appliance rather than continue servicing it.
- **Cost of Ownership Report:** Track total investment per appliance, including original purchase (if available), parts used, service costs, and average repair turnaround time. This helps budget for future maintenance and replacements.
- **Manufacturer Reliability Scorecard:** See which brands and models have the best performance, longest lifespans, and lowest service costs. This report guides purchasing decisions based on real-world data from your properties.
- **Service History & Response Times:** Visualize the average time from service request to job completion, broken down by property, appliance type, and technician performance. This ensures efficient maintenance and helps manage tenant expectations.
- **Aging & At-Risk Appliances:** Identify appliances approaching the end of their expected lifespan, those with discontinued parts, and units with recurring issues. This allows for proactive replacement planning before breakdowns occur.
- **Recall & Defect Tracking:** Stay informed about manufacturer recalls or common defects affecting appliances in your portfolio, ensuring timely action and avoiding potential tenant issues.

Accessing Reports

A comprehensive report detailing all appliance data and service metrics can be requested at any time via email. As we develop our systems, reports will be accessible anytime through the Forerunner Web App, where PDF versions can be downloaded. Additionally, the in-app agent will allow for deeper data inquiries and provide insights or clarifications on-demand.

Recall & Update Notices

We automatically monitor manufacturer-issued service bulletins and recalls keeping our clients informed and ensure the safety and reliability of their appliances. This service is integrated into our system and provides proactive notifications for any relevant updates.

How It Works

Our systems track service bulletins and recalls, most of which are not made public by manufacturers. These notices are categorized to provide the appropriate response based on the nature of the issue:

- **Safety Issues:** For recalls or service bulletins that pose a potential safety risk, clients are notified immediately. We provide a detailed explanation of the issue and an actionable recommendation to address it promptly.
- **Proactive Services:** If a notice recommends proactive servicing to prevent future issues, we notify clients with a clear recommendation and a quote for the necessary service. This allows clients to stay ahead of potential problems and minimize disruption.
- **Reactionary Service Bulletins:** Notices that provide guidance for repairs in response to specific issues are logged in our system. This ensures the information is readily available to inform future servicing and repair decisions for affected appliances.

Triaging

Our system conducts an initial triage for each appliance service request. This process evaluates the appliance's age, the reported issue's severity and potential causes, part availability, service history, and relevant manufacturer service bulletins.

Based on this information, the system will provide a recommendation on whether to replace the appliance or proceed with an inspection. It will also advise our team on parts to bring to maximize the likelihood of completing the repair in a single visit. The target for triaging accuracy is 80% for first-appointment repairs. If the recommended part is not available within 2 business days of ordering and alternative recommended parts exist an appointment for inspection and repair will be conducted without the part.

All AI-generated triage recommendations will be manually reviewed until this accuracy rate is consistently met.

Appliance Recycling & Refurbishing

Core to our operations is a commitment to environmentally responsible practices and maximizing the value of appliances through recycling and refurbishment. Our approach ensures that every appliance and part is utilized to its fullest potential, reducing waste and promoting sustainability. This comprehensive approach not only minimizes waste but also provides clients with practical benefits, including reduced downtime, access to hard-to-find parts, and better decision-making tools for future appliance investments.

- **Recycling:**

All appliances and parts that are no longer serviceable are carefully sorted and sent to local recycling facilities. This ensures that materials such as metal, plastic, and electronics are properly processed and diverted from landfills, reducing environmental impact.

- **Refurbishment:**

When an appliance is deemed repairable but is no longer viable for the property owner to retain, we assess its condition for potential refurbishment. Refurbished appliances are repaired, tested, and cleaned for either resale or retention as temporary replacement units. This provides a cost-effective solution for clients facing urgent appliance downtime while extending the usable lifespan of the unit.

- **Parts Salvaging:**

For appliances that cannot be repaired, particularly when clients have multiple units of the same model, we salvage reusable parts. These components are cataloged and stored, providing a valuable resource for repairs, especially when manufacturers discontinue parts or when supply chain delays occur.

- **Lifecycle Data Integration:**

Our recycling and refurbishment efforts are integrated with our data collection systems to provide clients with valuable appliance lifecycle insights. By analyzing patterns of durability, repair frequency, and component longevity, we offer informed recommendations on brands and models that are more reliable and cost-effective in the long run.

Routine Maintenance

Preventative care is critical to extending the lifespan of appliances and avoiding costly breakdowns. Our services include the option of either routine scheduled maintenance for assessment of critical assets as well as tenant move-out inspections to ensure appliances are in working order and ready for new incoming tenants. This service will help improve tenant satisfaction, prevent hazardous conditions that could lead to fires or property damage, and ensure the owner isn't left footing the bill to repair damages caused by tenant misuse.

Appliance Repairs & Installations

From scheduling to invoicing every appointment is fully automated and continuously monitored, ensuring no job gets overlooked and every service call is booked efficiently. When our technicians arrive on-site, they are equipped with comprehensive service documentation, manufacturer bulletins, and troubleshooting support informed by historical service data curated by our system. This means every repair is backed by precise insights, not guesswork. By combining expert hands with the right tools and real-time information, we ensure faster, more effective repairs and a higher standard of service for our clients.

Parts Supply Service

The Domain web app makes it easy for property management companies to order appliance parts and accessories without the need for a service call. Through our user-friendly web app, clients can quickly request items like shelving, light bulbs, water filters, and other commonly needed parts.

The process is simple:

1. **Select Property & Appliance:** Choose the relevant property and logged appliance from our system or enter a new one.
2. **Automatic Parts Matching:** Our system instantly cross-references the appliance details and pulls the correct part options, including cost and availability, from our trusted parts retailers.
3. **Instant Quoting:** A detailed quote is automatically generated for approval, streamlining the decision-making process.
4. **Flexible Delivery:** Once approved, parts can be shipped directly to the property or to your office, whichever suits your workflow best.