



# Sidekick by Thalo Labs

Turn service into a profit center.

## Reduce Repeat Trips. Increase Billable Capacity.

Most service calls start with limited information. The first visit becomes diagnosis instead of resolution – and resolution often requires a return trip. At 200 visits per month, eliminating just one repeat trip per day unlocks dozens of additional billable hours – capacity that can be redirected toward higher-margin repairs, replacements, and growth.

## Sidekick

Copilot shifts service from reactive troubleshooting to proactive intelligence. Installed in under 15 minutes with no Wi-Fi required, it continuously tracks compressor health, refrigerant behavior, and system performance. When something drifts, you know first, so techs arrive with the right parts and fewer return trips.

### How it works



#### 1 Install

Mount Sidekick sensors non-invasively inside the unit and connect to power. Scan the QR code to activate and bring the system online in minutes.



#### 2 Monitor

After installation, Sidekick continuously monitors system performance, detecting issues early and identifying root cause before dispatch.



#### 3 Act

When performance drifts, actionable alerts are sent so you can dispatch the right technician with the right parts the first time.

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Schedule a demo at [thalolabs.com](https://thalolabs.com)

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### With Sidekick vs. Without Sidekick

	✓ With Sidekick	Without Sidekick
Issue Detection	Alerts flagged before anyone notices a problem	Tenant calls. You react
Diagnostics	Root cause identified remotely and arrive with the right parts	Multiple trips to diagnose, then fix
Maintenance Dispatch	Visits triggered by actual equipment conditions	Visits scheduled by the calendar
Documentation	Measurable performance improvements form service changes with timestamped sensor data	Manual logs, copy/paste spreadsheets, paper sign-offs
Proposals	Data-backed proposal before/after proof	"Trust me " quotes
Capacity & Revenue	Fewer callbacks, more technician bandwidth	Time lost to avoidable callbacks

#### ✓ How Thalo Transforms Your Service Calls

- ✓ **Arrive with Answers and the Right Parts**  
Remote diagnostics shows power, compressor health, and temperature behavior before dispatch.
- ✓ **Quote with Confidence**  
Identify which issues are emergency vs. deferred maintenance. Quote the full scope of work with data backing every line item.
- ✓ **Prove the Fix**  
Show measurable performance improvements after service (example): compressor temperatures dropping from 244°F to 142°F. Data builds trust and justifies your pricing.

#### 🏆 What This Means for Your Business

- ✓ **Win More Proposals**  
Data-backed quotes beat competitors' "trust me" estimates.
- ✓ **Increase Revenue Per Visit**  
Identify emergency repairs and future maintenance work in one service call.
- ✓ **Maximize Crew Productivity**  
Service more buildings daily with faster diagnostics = significantly increase your daily capacity without adding staff.
- ✓ **Turn One-Time Calls into Contracts**  
Verified performance builds trust and long-term relationships.

### Technical Specifications

Compatible Equipment	Most heat pump and air conditioner models 0.5 - 75 tons e.g. VRF * ASHP/WSHP * RTU * PTAC/PTHP * PVAC/PVHP * + More
Size	4.75 in x 3.25 in x 1.75 in (12 cm x 8 cm x 4.5 cm) - 0.5 lb
Sensors	Non-invasive surface mounted sensors for temperature and power
Power	2.5 Watt draw, 1.8 A fuse, wired directly to HVAC equipment terminals Compatible with 120 - 480 VAC HVAC equipment, single or multi-phase power
Communication	Thalo cellular network, no building integration required

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