

COMPANY PROFILE · 2026

chance
AIR CONDITIONER SPECIALIST

Built for buildings that cannot switch off.

Commercial HVAC maintenance, projects, design & build — and luxury home climate, run on documented systems since 2018.

A system-driven HVAC contractor, proven across 126 bank branches.

CASS designs, installs and maintains air-conditioning for buildings where downtime is an operational problem: **bank networks, hospitals, 24-hour venues, restaurants and premium homes.**

126
Bank branches under service across two nationwide networks

6 yrs
Consecutive Daikin Million Ringgit Sales Award

98%+
Preventive-maintenance schedule adherence

48 hrs
Breakdown response under maintenance contract

5.0 ★
Rating across 378 Google reviews

Three things to know

1 Quality runs on a system, not on individuals.

Every job follows documented SOPs, is logged in our own job-management system and is reviewed weekly against data. Our quality management and occupational safety are certified to ISO 9001 and ISO 45001.

2 The track record is long-running, not one-off.

Sole HVAC vendor to a leading bank's 71-branch Selangor network since 2018, renewed every year. A private hospital since 2023. Repeat tender awards at a 24-hour integrated resort.

3 The manufacturer verifies the work independently.

Daikin inspects and commissions the VRV systems we install, grades our VRV CORE installation "Excellent" (FY25/26), and appointed CASS a Daikin PROSHOP Dealer in October 2026.

EXHIBIT 1 **CASS at a glance**

Trading since	2018 · incorporated as Chance Air-Cond Sales & Service Sdn. Bhd. in 2022
Team	24 people · two accountable squads and a corporate office · Puchong, Selangor
Registration & capital	CIDB Grade G4 (B · CE · ME) · paid-up capital RM500,000
Management systems	ISO 9001:2015 · ISO 45001:2018
Coverage	Selangor, Kuala Lumpur, Putrajaya · multi-site projects across Peninsular Malaysia

Source: CASS company records and job-management system, November 2026. Response terms are defined in each maintenance contract.

02 CREDENTIALS

Daikin, ISO and CIDB have each verified our work independently.

Every credential below is issued by a third party, not claimed by us. Certificates are available on request.

EXHIBIT 2 **Third-party credentials held**

CREDENTIAL	ISSUED BY	DETAIL
ISO 9001:2015 Quality management	SQC Certification Services	Cert. QM7200927062026 · certified Sep 2026, valid to Sep 2029
ISO 45001:2018 Occupational health & safety	SQC Certification Services	Cert. OH1280951132026 · certified Sep 2026, valid to Sep 2029
Daikin PROSHOP Dealer	Daikin Malaysia	Effective 7 October 2026
VRV CORE Installation Grade: Excellent	Daikin Malaysia	FY2025/26
VRV CORE Dealer	Daikin Malaysia	Certificate of Authorization, Apr 2026 – Mar 2027 · Bronze Award FY25/26
Million Ringgit Sales Award	Daikin Malaysia	Six consecutive years, FY20/21 – FY25/26[1]
CIDB Grade G4	CIDB Malaysia	Categories B, CE, ME · No. 0120250114-SL149243
Authorised dealer	Daikin · Hisense · Haier · Midea	Genuine equipment with manufacturer warranty

[1] FY20/21 – FY22/23 were awarded to the predecessor business, Chance Air Conditioners & Engineering, which became Chance Air-Cond Sales & Service Sdn. Bhd. in 2022.

What the manufacturer checks

Daikin inspects and commissions every VRV CORE system we install, as part of its programme. We keep the commissioning records for each system — so a building owner receives independent proof, not just our word.

What ISO adds

ISO 9001 audits how we plan, execute and check work. ISO 45001 audits how we keep people safe on site. Both are scoped to mechanical, electrical and HVAC services, with annual surveillance audits.

Founded by an engineer who did every job before managing it.



Spencer Leng founded CASS in October 2018. Before that he worked on renovation sites and inside the air-conditioning trade. In the early years he held every role himself — technician, installer, operator, admin — before moving into management.

That shaped one conviction: a good technician can service one building well, but holding the same quality across 126 branches, every cycle, with records to prove it, is an **operational problem** — not a technical one. CASS is built to solve it.

We would rather be small and well-run than large and thin. CASS has never taken outside capital, so decisions are made for the long term.

OUR VISION

To become a world-class professional air-conditioning solution provider. Born in Malaysia, Asia Pacific is our goal, global is our destination.

Ts. Spencer Leng

Founder & Managing Director

- Professional Technologist (Ts.), Malaysia Board of Technologists — Building & Construction Technology
- BEng (Hons) Civil Engineering, University of Nottingham
- Personally leads ACMV design for key design & build projects

"Technicians fix machines. Contractors run jobs. Systems build companies."

04 HOW WE OPERATE

Quality does not depend on who turns up.

Every job is planned, executed, checked and recorded in the same operating system — whether it is one unit or a 71-branch portfolio.



Jobs are dispatched and closed in our own job-management system.



Squad performance is reviewed weekly against system data.

EXHIBIT 3 The CASS operating loop

01	02	03	04	05
Documented SOPs	**Job system**	**Accountable squads**	**Testing & handover**	**Weekly review**
Scoping, execution, checks and closure in writing	Booking, dispatch, visits, status and records	Own crews, end to end — not crews assembled per job	Commissioning, serial numbers, warranty registered	Response time and PM adherence, by data

Review results feed back into the SOPs, so problems are caught internally rather than by the client.

EXHIBIT 4 Organisation — 24 people, two accountable squads

Squad A · 11
Led by Qing Wei · senior sales, supervisors, installers

Squad B · 9
Led by Stefan Leng · account management, admin, technicians

Corporate office · 3
Finance & HR, accounts, digital marketing · reporting to the MD

Leaders are grown from within: technician → senior technician → supervisor → squad leader.

05 COMMERCIAL HVAC MAINTENANCE

71 branches, one vendor, renewed every year since 2018.

For facility managers and procurement teams: maintenance contracts for buildings where downtime is an operational problem, not an inconvenience.



How a contract runs

Scoped to the building	Cycles set against the building's actual load, not a standard interval
Scheduled around operations	Critical and customer-facing areas serviced after hours
Executed to SOPs	The same discipline for one unit or a portfolio
Recorded per site	Visits, status and documents — reportable per site or portfolio

Scope

- Scheduled preventive maintenance (PPM)
- Chemical cleaning, including yearly programmes
- Breakdown response and repair
- Parts and system replacement (quoted separately)
- Design advisory

EXHIBIT 5 **Long-running maintenance relationships**

71 + 55

Branches across two banking networks; sole vendor to the 71-branch network since 2018

Since 2023

Assunta Hospital — 5 to 10 attendances a year, all scheduled after hours

24 hours

An integrated resort — repeat tender awards for repair and maintenance

Planned around live buildings, delivered on the opening date.

For owners, M&E consultants and main contractors: larger installations, replacements and design & build for offices, restaurants and clinics.



Owner-direct

Survey, design and delivery handled by one team.

Competitive tender

Including repeat awards at a 24-hour integrated resort.

HVAC subcontract

Under a main contractor — e.g. an airport facility under permit-to-work.

EXHIBIT 6 **Delivery evidence**

Zhu Guang Yu Hotpot	Four outlets across three states (KL, Klang, Johor Bahru, Kota Damansara) — every outlet opened on its scheduled date
Astro, Bukit Jalil	VRV system (10 indoor, 2 outdoor units) independently inspected and commissioned by Daikin Malaysia
Beacon Hospital	Seven 5.0HP units across three zones, replaced with a full electrical distribution upgrade
Prinz Klinik, Kepong	Four system types, selected room by room for a dozen clinical spaces
Dimaz Delima, Serendah	Exposed units converted to a concealed ducted system with new supply and return ductwork

Scope VRV/VRF and conventional systems · chillers · AHU · cooling towers · mechanical ventilation · concealed ducted, cassette and mixed architectures

07 ENGINEERING

Heat load first. Equipment last.

We size from what the space actually generates — occupancy, equipment, glazing, orientation — not from floor area or rule of thumb.



EXHIBIT 7 **Design sequence**

01	02	03	04
Heat load per room	**Zoning**	**System selection**	**Outdoor siting**
The real load, room by room	Grouped by how spaces are used	The architecture that fits the building	Noise, airflow and service access

Engineering priced as its own item

On design & build work we quote engineering separately — not hidden in the equipment price, and not skipped: cooling load, airflow balancing, duct sizing and static pressure, noise and condensation control, testing and commissioning.

Field standards

- Nitrogen pressure test — zero joint leakage before ceilings close
- Deep vacuum before charging, to protect the compressor
- Daikin-verified commissioning on VRV systems
- Documented handover with serial numbers and warranty registration

08 LUXURY HOME DESIGN & BUILD

Designed before the ceiling closes.

For owners of bungalows, semi-Ds and landed homes — and their interior designers and architects. When the design is right, the only sign of air-conditioning is that the room is comfortable.

EXHIBIT 8 **How a home is delivered**

01 Measure	Room-by-room heat load and how each room is used
02 Design	Zoning, concealed units and duct routes coordinated with the ceiling plan
03 Install	Our own squads; outdoor plant kept off the designed elevations
04 Commission	Tested and commissioned before handover, records kept

Daikin PROSHOP Dealer

Daikin Home Central: one outdoor unit serving several rooms, each with independent control — concealed in the ceiling, with AIR CREATOR wall units where concealment is not right.

Working with designers

We review reflected ceiling plans at design stage, take on load calculation and selection, and quote only to the party that engaged us. Installation workmanship carries a 12-month warranty.

When to bring us in	Before ceiling layouts are locked. Early input is free; late redesign is not.
What drives the cost	Number of zones, concealed or exposed ducting, outdoor siting and craneage, equipment tier.
Why quotes differ	Ask which engineering steps are in the price — and who does them.

Case · USJ bungalow

Whole-house multi-zone Daikin VRV with an interior design firm; roof plant crane-lifted, cassettes set into the designer's ceiling details.



09 SELECTED PROJECTS

One standard, from hotpot restaurants to hospitals.



Zhu Guang Yu Hotpot

Four outlets, three states. Zoned for open-flame burner load, VIP rooms and kitchens.



Beacon Hospital

Seven 5.0HP units across three zones, with an electrical distribution upgrade.



Prinz Klinik, Kepong

Four system types selected room by room for conflicting clinical needs.



Corporate office fit-out

Office HVAC delivered within a fit-out programme for Knight Frank.

EXHIBIT 9 **Residential foundation — 1,500+ homes across 22+ developments since 2018**






Including Ryan & Miho (PJ), Platinum Splendor (Semarak), Lakefront Home (Cyberjaya) and M Oscar (Sri Petaling).

Residential home aircond service

Servicing, chemical wash, repair and new installation for homeowners across the Klang Valley — by the same squads, to the same documented standards.

Trusted by banks, hospitals, developers and restaurant groups.

Bank of China · Alliance Bank · Assunta Hospital · Beacon Hospital · Prinz Klinik · Gamuda · MMC-Gamuda · Astro · GDB · Finexus · Zhu Guang Yu Hotpot · Da Long Yi Hotpot · Qiu Cuihua Hot Pot Buffet · Dimaz Delima Industries · BMS Organics · Fibromat · Nesh · The Nest Residences

Some clients are described rather than named, in line with their contract terms.



“Shared destiny over shared interest.”

Our operating principle: when incentives are designed well, quality work happens without constant supervision. Squads see their own job economics, and leaders are grown from within.

11 CONTACT

Reach the team that handles it, not a general queue.

WHATSAPP **By enquiry type**

Commercial HVAC maintenance	+60 12-970 7585
Commercial projects & tender	+60 12-592 3829
Design & build · luxury homes · Daikin PROSHOP	+60 17-525 9585
Home aircond — new installation	+60 12-924 7585
Home aircond — service & repair	+60 12-529 7585

Email

info@chanceaircond.org — general enquiries
project@chanceaircond.org — projects & tender

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