

# Strike Force LLC Service Handbook

June 2, 2025, 11:42 AM EDT

# Contents

<b>Company Overview</b>	<b>3</b>
0.1 Mission and Roots . . . . .	3
0.2 Why Choose Us . . . . .	3
0.3 Who We Serve . . . . .	3
0.4 Our History and Growth . . . . .	3
<b>Service Area</b>	<b>4</b>
0.5 Response Times and Logistics . . . . .	4
<b>Services</b>	<b>5</b>
0.6 Maintenance Services . . . . .	5
0.7 Project Management Services . . . . .	5
0.8 Emergency Procedures . . . . .	6
0.9 Service Exclusions and Alternatives . . . . .	6
<b>Online Client Panel</b>	<b>7</b>
0.10 Features . . . . .	7
0.11 How to Access . . . . .	7
0.12 Technical Support . . . . .	7
0.13 Troubleshooting Tips . . . . .	7
<b>Safety Standards</b>	<b>8</b>
0.14 Client-Specific Protocols . . . . .	8
0.15 Technician Training and Vetting . . . . .	8
0.16 OSHA Compliance . . . . .	8
0.17 Client Responsibilities . . . . .	8
0.18 Safety FAQs . . . . .	8
<b>Pricing and Payments</b>	<b>9</b>
0.19 Pricing Structure . . . . .	9
0.20 Not To Exceed (NTE) Guarantees . . . . .	9
0.21 Estimates and Emergency Rates . . . . .	9
0.22 Payment Options and Penalties . . . . .	9
0.23 Non-Profit Services and Donations . . . . .	9
0.24 Payment Disputes . . . . .	10
<b>Warranty</b>	<b>11</b>
0.25 Labor Warranty and Claims . . . . .	11
0.26 Extended Warranties . . . . .	11
<b>Terms of Service</b>	<b>12</b>
0.27 Term and Termination . . . . .	12
0.28 Governing Law . . . . .	12
0.29 Entire Agreement . . . . .	12
0.30 Client Responsibilities . . . . .	12
<b>Contact Information</b>	<b>13</b>
0.31 How to Get Started . . . . .	13

0.32 Contact Details . . . . .	13
0.33 Response Times . . . . .	13
<b>Additional Links</b>	<b>14</b>
<b>Client Notes</b>	<b>15</b>
<b>User Information</b>	<b>16</b>

# Company Overview

---

## 0.1 Mission and Roots

Strike Force LLC was established in 2020 as a family-owned business headquartered at 177 Shannon Pkwy, Nicholasville, KY 40356. Our mission is to provide reliable, safe, and cost-effective maintenance services tailored to private schools, vendors, estates (e.g., convenience stores, offices), restaurants, healthcare facilities, and non-profits across eastern and central Kentucky. As a family-run operation, we prioritize personal relationships with clients, drawing on our deep regional knowledge to source parts from local suppliers in Lexington, Frankfort, and surrounding areas. This local focus saves costs and strengthens community ties, reflecting our commitment to integrity and client satisfaction.

## 0.2 Why Choose Us

Clients choose Strike Force LLC for the following reasons:

- **Cost-Effective Solutions:** Our services typically average under \$150 per order, with no sign-up or account fees. We pass supplier discounts directly to you.
- **In-House Expertise:** Over 99% of work is performed by our vetted technicians, trained 120 hours annually, ensuring high-quality outcomes.
- **Flexible Terms:** No mandatory contracts; optional service agreements offer locked rates for one year.
- **Safety Commitment:** We exceed OSHA standards, with child-centric protocols for schools and secure practices for all clients (see Safety Standards).
- **Technology-Driven Service:** Our Online Client Panel provides real-time tracking, budgeting, and multi-location management, updated monthly based on client feedback.
- **Local Advantage:** Our Kentucky roots enable rapid response and cost savings through local partnerships.

## 0.3 Who We Serve

We cater to a diverse client base with specialized offerings:

- **Private Schools:** After-hours maintenance, child safety focus.
- **Vendors:** Work order tracking, streamlined invoicing.
- **Estates:** Multi-location support for retail and office properties.
- **Restaurants:** Equipment repairs to minimize downtime.
- **Healthcare Facilities:** Preventive maintenance for critical systems.
- **Non-Profits:** Discounted rates and community support initiatives.

## 0.4 Our History and Growth

Since 2020, we've grown from a small team to a regional leader, serving over 500 clients across 13 counties. Our expansion reflects our commitment to quality and community, with plans to add mobile service units by 2026 to enhance emergency response times.

# Service Area

---

We proudly serve 13 counties in eastern and central Kentucky, ensuring comprehensive coverage:

- Anderson (Lawrenceburg)
- Bourbon (Paris)
- Boyle (Danville)
- Clark (Winchester)
- Estill (Irvine)
- Fayette (Lexington)
- Franklin (Frankfort)
- Garrard (Lancaster)
- Jessamine (Nicholasville)
- Madison (Richmond, Berea)
- Mercer (Harrodsburg)
- Montgomery (Mt. Sterling)
- Scott (Georgetown)

Our localized expertise allows for rapid response, with emergency services available within 4–8 hours. To confirm your location is within our service area, visit [https://strikeforcellc.com/service\\_areas](https://strikeforcellc.com/service_areas). If your area isn't covered, email [Support@StrikeForceLLC.com](mailto:Support@StrikeForceLLC.com) to discuss potential expansion or partner referrals.

## 0.5 Response Times and Logistics

- **Standard Requests:** Scheduled within 1–3 business days, with a confirmation call or email.
  - **Emergency Services:** Response within 4–8 hours, depending on distance and road conditions. Technicians carry GPS-enabled tools for tracking.
  - **Logistics:** We use a fleet of branded vans, maintained weekly, to ensure timely arrivals. Clients are notified of estimated arrival times via the Online Client Panel.
-

# Services

---

## 0.6 Maintenance Services

Strike Force LLC offers a wide range of maintenance services, customized to your needs:

- **Preventive Maintenance Plans:** Includes quarterly HVAC filter changes, annual roof inspections, and equipment lubrication. Technicians provide a checklist post-inspection, logged in the Online Client Panel.
- **Custom Maintenance Plans:** Tailored plans might include bi-monthly lighting checks for schools or weekly equipment diagnostics for healthcare facilities. Contact us to design your plan.
- **General Repairs:** Covers doors (hinge repairs, lock adjustments), windows (seal replacements), roofs (leak patching), walls (drywall fixes), floors (tile regrouting), and paint (color-matched touch-ups). We store material specs for consistency.
- **Installations/Removals:** Includes networking cables, security cameras, and signage. We document installation details (e.g., wire lengths, camera angles) for future reference.
- **Locksmith Services:** Offers after-hours lockouts (response within 2 hours), key duplication, and lock rekeying. Technicians carry master key systems for estates.
- **Lighting:** Replaces bulbs, repairs fixtures, and upgrades to energy-efficient options. We track replacement schedules in client profiles.
- **Janitorial (Optional):** Provides deep cleaning of classrooms (desk sanitization), offices (carpet shampooing), or common areas (trash removal). Available as a monthly add-on.
- **Site Inspections:** Conducts detailed assessments, identifying issues like water damage or structural wear. Reports include photos and prioritized repair lists.
- **Emergency Services:** Handles urgent issues (e.g., broken windows, HVAC outages) with a 4–8 hour response. See Emergency Procedures for details.
- **3rd Party Estimate Reviews:** Reviews external quotes for plumbing or electrical work, ensuring competitive rates. We negotiate and provide a comparison report.

Services are tailored: schools get after-hours scheduling, vendors receive work order confirmations, estates benefit from multi-site coordination, and healthcare focuses on equipment uptime.

## 0.7 Project Management Services

For complex or outsourced tasks:

- **Partnered Services:** We manage plumbing (e.g., faucet repairs), electrical (e.g., outlet fixes), and HVAC installations through vetted partners.
- **Project Management Process:**
  - **Initial Consultation:** We assess your needs via phone or site visit.
  - **Partner Selection:** Choose from our network based on expertise and availability.
  - **Estimate Preparation:** We gather quotes, adding a coordination fee (typically 10%).
  - **Scheduling:** Coordinate timelines, avoiding client operation hours.

- **Oversight:** Technicians and partners report progress daily to the Online Client Panel.
- **Completion:** Final inspection and client sign-off, with all data stored online.
- **Rates:** Include partner labor (discounted) plus our service fee, capped at 15% of the project cost.
- **Client Involvement:** Approve estimates and monitor progress via the Online Client Panel.

## 0.8 Emergency Procedures

For urgent situations:

- **How to Request:** Call (888) 979-2176 or use the Online Client Panel (select "Emergency").
- **Response Time:** 4–8 hours, with priority given to healthcare and schools.
- **Process:**
  - **Initial Call:** Describe the issue (e.g., flood, power outage); we log it immediately.
  - **Dispatch:** Nearest technician is sent, equipped with emergency kits.
  - **On-Site Assessment:** Technician evaluates damage and provides a verbal quote within 15 minutes.
  - **Approval:** You approve via phone or panel; work begins immediately.
  - **Completion:** Repairs are finalized, with a detailed report uploaded.
- **Rates:** Start at \$100, with quotes for vendors and healthcare. NTE limits apply.
- **FAQs:**
  - **What if Im not available?** We coordinate with an alternate contact.
  - **What if its after hours?** Our 24/7 line ensures coverage.

## 0.9 Service Exclusions and Alternatives

We do not handle:

- Plumbing (e.g., sewer line repairs, water heater installation).
- Large electrical (e.g., panel upgrades, full rewiring).

These are managed via project management, with partners providing certified services. For urgent exclusions, we recommend local certified contractors and offer estimate reviews.

# Online Client Panel

---

Our free Online Client Panel (Vendor Portal for vendors) is your control hub.

## 0.10 Features

- **Service Requests:** Submit with photos, priority levels, and notes.
- **Tracking:** See statuses (“Tagged,” “In Progress,” “Completed”) with technician logs.
- **Invoicing:** Download PDFs, approve payments, or schedule installments.
- **Project Data:** Access repair histories, material specs, and photos.
- **Multi-Location Management:** Manage up to 10 sites with individual profiles.
- **Support Tickets:** Track resolution times and responses.
- **Calendar:** Sync with your schedule to avoid conflicts.
- **Billing & Budgeting:** View a dashboard of costs and pre-paid credits.
- **Account Management:** Set permissions, monitor activity, and request data recovery.

## 0.11 How to Access

- Register at [https://strikeforcellc.com/service\\_check.php](https://strikeforcellc.com/service_check.php).
- Log in with your credentials (set during registration).
- Vendors receive a simplified portal with emailed invoices.

## 0.12 Technical Support

Our IT team updates the panel monthly based on feedback. For issues, email [IT@StrikeForceLLC.com](mailto:IT@StrikeForceLLC.com) or use [https://strikeforcellc.com/support\\_enter.php](https://strikeforcellc.com/support_enter.php). Response time is 24–48 hours.

## 0.13 Troubleshooting Tips

- **Cant Log In?** Reset your password via the login page.
  - **Data Missing?** Contact IT with your account ID.
  - **Slow Loading?** Clear your browser cache or switch devices.
-

# Safety Standards

---

Safety is our top priority, exceeding OSHA requirements.

## 0.14 Client-Specific Protocols

- **Schools:** Technicians maintain 15–20 ft from children, use step stools (up to 4 ft) near kids under 6, and carry PPE, first aid kits, and blood cleanup supplies. Work is scheduled after hours or during breaks.
- **Vendors:** Tools are secured in locked boxes, debris cleared post-service, and work zones marked with barriers.
- **Estates:** Low-traffic scheduling (e.g., overnight for offices) with signage.
- **Healthcare:** Sterile environment protocols, with technicians wearing masks and gloves during service.
- **Restaurants:** Chemical spill procedures include immediate containment and ventilation checks.

## 0.15 Technician Training and Vetting

- **Vetting:** Includes background checks (criminal, driving, credit), license verification, and drug screenings.
- **Training:** 120 hours/year on ladder safety, PPE usage, fire drills, and emergency shutoffs. Scenario-based training includes handling a school lockdown or restaurant spill.
- **On-Site Gear:** Technicians carry ID badges, uniforms, and emergency kits (e.g., fire extinguishers).

## 0.16 OSHA Compliance

We exceed OSHA with:

- **School Safety:** Non-toxic materials, evacuation drills with staff.
- **General Practices:** Weekly safety audits, locked tool storage.
- **Emergency Response:** Trained for fire, spills, and medical incidents, with protocols logged online.

## 0.17 Client Responsibilities

Clients must:

- Notify us of hazards (e.g., asbestos, exposed wiring).
- Keep staff and children away from work zones.
- Provide access and follow technician instructions.

## 0.18 Safety FAQs

- **What if a child approaches?** Technicians will pause work and alert school staff.
  - **What if equipment fails?** We carry backups and escalate to emergency protocols.
-

# Pricing and Payments

---

Custom pricing is locked for 1 year, with supplier discounts passed to you.

## 0.19 Pricing Structure

Rates depend on location, property type, usage, traffic, and income levels. AI analysis ensures affordability, with trip charges from \$30–\$75.

Client Group	Average Trip Charge	Average Labor Rate	Parts
Schools	\$30/visit	\$50/hour	\$50 budget, extras approved
Vendors	\$75/visit	\$75/hour (1-hour intervals)	15–20% markup
Estate	\$30/visit	\$50/hour	20% markup
Healthcare	\$65/visit	\$50/hour	15% markup
Non-Profit	\$30/visit	\$25/30min	No markup

Table 1: Average Pricing Structure for Strike Force LLC Services

## 0.20 Not To Exceed (NTE) Guarantees

NTE caps costs based on scope. For scope changes, we notify you via the Online Client Panel for approval.

## 0.21 Estimates and Emergency Rates

- **Estimates:** \$30–\$55 (non-refundable), free for non-profits. Includes sourcing details.
- **Emergency Rates:** \$100+, with quotes for vendors and healthcare, including NTE.
- **3rd Party Reviews:** We compare external estimates, negotiating if needed.

## 0.22 Payment Options and Penalties

- **Pay Per Service:** Due upon completion, payable online.
- **Pre-Paid:** Funds held in a Project Savings Account, usable anytime.
- **NET Payments:** Net 14, 30, 45, or 60; Net 30 for projects over \$500.
- **Split Payments:** Available with a \$10 fee if added post-service.

**Fees:** \$3/credit card, no fees for ACH.

**Penalties:** \$25 (5 days late), \$50 (bad check), 10%/30 days (waived with \$50 payment).  
Payments via panel or email for vendors.

## 0.23 Non-Profit Services and Donations

Non-profits receive:

- **Billing:** \$25/30min, first hour split.
- **Estimates:** Free.
- **Fees:** Capped at \$25.
- **Parts:** No markup.

Support includes:

- **Donations:** Credit accounts via [donate@StrikeForceLLC.com](mailto:donate@StrikeForceLLC.com).
- **Community:** 1% sales donation.

- **Funded Services:** No fees, labor-only rates.

Example: A non-profit school received a \$200 credit for a donated HVAC tune-up.

## 0.24 Payment Disputes

Dispute process:

- Submit via panel or [Billing@StrikeForceLLC.com](mailto:Billing@StrikeForceLLC.com).
  - Include invoice number and evidence.
  - Resolved within 5 business days.
-

# Warranty

---

## 0.25 Labor Warranty and Claims

- **Coverage:** 30 days for workmanship defects, free revisits.
- **Exclusions:** Parts unless specified.
- **Claim Process:** Submit via panel or email with order number and photos.
- **Response:** Revisit within 2 days.

Example: A school claimed a door repair; we fixed it within 24 hours.

## 0.26 Extended Warranties

Up to 1 year for HVAC plans. Details in your panel; renewals available.

---

# Terms of Service

---

## 0.27 Term and Termination

- **Duration:** 1 year, locked rates.
- **Adjustments:** 30 days notice for rate changes.
- **Termination:** 30 days notice via email; pay for completed work.
- **Example:** A vendor terminated after 6 months, settling a \$300 balance.

## 0.28 Governing Law

Kentucky law applies; disputes in Jessamine County courts.

## 0.29 Entire Agreement

This handbook and agreements govern; amendments need written consent.

## 0.30 Client Responsibilities

- Provide accurate data.
  - Pay on time.
  - Notify of property changes.
-

# Contact Information

---

## 0.31 How to Get Started

- Consult free at [https://strikeforcellc.com/service\\_heck.php](https://strikeforcellc.com/service_heck.php).
- Register if in service area; no commitment.
- Example: A healthcare client started with a \$50 estimate.

## 0.32 Contact Details

- **Phone:** (888) 979-2176, (859) 312-2898
- **Emails:**
  - [Schools@StrikeForceLLC.com](mailto:Schools@StrikeForceLLC.com)
  - [Vendor@StrikeForceLLC.com](mailto:Vendor@StrikeForceLLC.com)
  - [Medical@StrikeForceLLC.com](mailto:Medical@StrikeForceLLC.com)
  - [Support@StrikeForceLLC.com](mailto:Support@StrikeForceLLC.com)
  - [IT@StrikeForceLLC.com](mailto:IT@StrikeForceLLC.com)
  - [Billing@StrikeForceLLC.com](mailto:Billing@StrikeForceLLC.com)
  - [donate@StrikeForceLLC.com](mailto:donate@StrikeForceLLC.com)
- **Address:** 177 Shannon Pkwy, Nicholasville, KY 40356
- **Website:** [www.StrikeForceLLC.com](http://www.StrikeForceLLC.com)

Support tickets at [https://strikeforcellc.com/support\\_enter.php](https://strikeforcellc.com/support_enter.php).

## 0.33 Response Times

- Inquiries: 24 hours.
  - Tickets: 24–48 hours.
  - Emergencies: 4–8 hours.
-

## Additional Links

---

- **Service Area Check:** [https://strikeforcellc.com/service\\_check.php](https://strikeforcellc.com/service_check.php)
  - **Registration:** [https://strikeforcellc.com/service\\_check.php](https://strikeforcellc.com/service_check.php)
  - **Support Area:** [https://strikeforcellc.com/support\\_enter.php](https://strikeforcellc.com/support_enter.php)
-

## Client Notes

---

### Notes Area

(Please use this space for your personal notes and observations.)

# User Information

---

<b>Field</b>	<b>Information</b>
Username	_____
Password	_____
Rates	_____
NTE (Not To Exceed)	_____
Estimate Rates	_____
Date Signed Up	_____

Table 2: Please fill in your personal reference information