



ICC-ES NEWS RELEASE

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ICC-ES Introduces Connect+ Customer Care Service

Manufacturers who apply to the [ICC Evaluation Service](http://www.icc-es.org) for an ICC-ES evaluation report (ESR) or listing will receive enhanced, best-in-class customer care under the new Connect+ service. This valuable service will benefit new and existing ICC-ES report holders by offering a dedicated service team committed to customer satisfaction with answers to any questions applicants may have.

“Based on customer feedback, ICC-ES continues to implement new ways to simplify the application process,” said ICC-ES President, [Shahin Moinian](#), P.E. “We’re listening to our clients and constantly improving our processes to meet their needs.”

The dedicated ICC-ES Connect+ Customer Care representatives and technical staff in each of ICC-ES’ regional offices will guide applicants through the application and documentation process and provide them immediate access to professionals when assistance is needed. Applicants can be confident that the dedicated ICC-ES Connect+ Customer Care team will provide the highest level of individual attention to each applicant. ICC-ES is supporting the Connect+ service by providing ICC-ES representatives with on-going, advanced customer service training to further meet the needs of clients and facilitate the code-compliance report process from beginning-to-end.

“We appreciate the professional service offered by ICC-ES knowing that it is recognized industry-wide as well as by the building code officials,” said Craig Snyder, P.E., Technical Director, CH Machine, Inc.

Applicants may contact the staff members on the ICC-ES Connect+ Customer Care Team at 1-800-423-6587 ext. 33814.

About ICC-ES

A nonprofit, limited liability company, ICC-ES is the United States’ leading evaluation service for innovative building materials, components and systems. ICC-ES [Evaluation Reports](#) (ESRs), [Building Product Listings](#) and [PMG Listings](#) provide evidence that products and systems meet requirements of codes and technical standards. The ICC-ES Environmental Programs issue VAR environmental reports that verify a product meets specific sustainability targets defined by today’s codes, standards, green rating systems and ICC-ES [environmental criteria](#). The Environmental Programs now offer Environmental Product Declarations ([EPDs](#)), to meet global market demand for science-based, transparent, quality-assured information about a product’s environmental performance. ICC-ES is a subsidiary of the [International Code Council](#)[®] (ICC[®]). For more information, please visit www.icc-es.org.

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