



Heating, Ventilation, Air Conditioning (HVAC) Businesses

As described in the accompanying letter, *Business Owners Against Terrorism* is based on the idea that certain legitimate businesses and industries may be exploited by terrorists who portray themselves as honest customers seeking to purchase, lease, or somehow appropriate certain material, licenses and/or services to covertly further a terrorist plot.

The following examples of activity relating to your specific business, though not fully inclusive, may be of **possible** concern to law enforcement:

- A request by an unknown individual, who does not appear to be a HVAC specialist/contractor or licensed master plumber, to purchase specialized tools for HVAC repair or maintenance
- An attempt to purchase HVAC equipment such as industrial-grade fans or motors by someone who does not display knowledge or skill in the correct installation of such equipment
- An attempt to purchase HVAC machinery/parts for reasons that do not match the appropriate use/power-grade of such equipment (e.g., purchase of a commercial-grade for a purported residential location)
- Unusual question about modifying HVAC equipment for applications beyond its intended use
- An attempt to purchase HVAC equipment or tools by someone offering documents of questionable authenticity (e.g., P.O. Box listed as residence address; unknown construction company); use of cash instead of a company-issued (commercial) credit card
- Heavy-duty HVAC equipment is missing or stolen from your inventory, especially after an inquiry has been made recently about such equipment
- Your company performs repair or maintenance work at a location and the HVAC equipment/room appears to have been tampered with and the building's owner(s) or tenants(s) were unaware of this fact
- Uniforms or vehicles which can be used to identify an individual as an employee of your HVAC company are missing, stolen or lost under suspicious circumstances
- The floor plans or blueprints of the HVAC systems of buildings serviced by your company are missing, lost or stolen

Your impressions and assessment, based upon your professional/business experience, are extremely valuable and should help guide you in determining if a customer request, a fact pattern or set of circumstances is unusual.

The conduct of an individual will not necessarily be criminal in nature. Please remember if you suspect something, do not take direct action, confront the individual, or reveal your suspicions. Record as many details as possible about the suspect/vehicle/locations and report them to the Orange County Sheriff's Office Intelligence Unit at 407-504-6764 or email Intel@ocfl.net.