



Your maintenance department, on call.

Everything your team needs to set ProFix up as an approved vendor: company details, documents, what we do, and how work orders run from request to invoice.

COMPANY DETAILS

Legal name	ProFix Handyman Services LLC
Doing business as	ProFix Handy USA
Mailing address	2735 Hassert Blvd, Suite 135 PMB 2020, Naperville, IL 60564
Phone / text	773-440-2252 (24/7 line for emergencies: leaks, no heat, no AC)
Email	Profix@profixhandyusa.com
Website	profixhandyusa.com · Client portal: profixhandyusa.com/portal.html
Service area: Illinois	Chicago, Naperville, Darien, Downers Grove, Westmont, Oak Brook, Oak Park, Bolingbrook, Plainfield, Joliet. DuPage, Will and Cook counties.
Texas: coming soon	Expanding into Dallas–Fort Worth. No Texas jobs yet; ask to be added to the launch list.

VENDOR DOCUMENTS

W-9	Available on request. Email Profix@profixhandyusa.com with subject "W-9 request".
Certificate of insurance	Available on request. Send the certificate holder name and address exactly as it should appear, and any additional-insured wording your company requires.
Billing	Net terms available for approved accounts. Multi-property invoicing: one invoice can cover several properties.
Onboarding	Send us your vendor forms and we'll return them completed. Portal accounts are set up by ProFix for active clients.

Request documents in one email. Write to Profix@profixhandyusa.com with subject "**COI / W-9 request**" and include your company name, certificate holder details and a contact for vendor setup. Or call 773-440-2252.

SERVICES

Unit turnovers & make-ready	Patch, prime and paint; flooring repair; fixture, faucet and toilet swaps; outlets and switches; smoke and CO checks; doors, locks and hardware.
Work orders & repairs	Handyman repairs, drywall, doors, plumbing and electrical repairs, heating and AC, TV and fixture mounting.
Emergency response	Leaks, no heat and no AC. Call 773-440-2252 any time.
Seasonal maintenance plans	Spring, summer, fall and winter checks for single homes or full portfolios. Repairs found during a visit are quoted separately.
Commercial maintenance	Recurring maintenance for offices, retail and multifamily common areas.



HOW A WORK ORDER RUNS

01 Send the request

By phone or text (773-440-2252), by email, or in the client portal by property and unit. Include the on-site contact and access notes.

02 We confirm it

Our office reviews the request and confirms the visit, usually the same business day. Emergencies: call the 24/7 line.

03 We route it to the right trade

ProFix dispatches a vetted technician for the work. You have one point of contact the whole time.

04 Approval before extra work

If we find more than the request covers, we send a quote and wait for your approval before continuing.

05 Photo report and close-out

Before and after photos are attached to the work order in your portal when the job is complete.

06 One invoice

Invoiced per work order or grouped across properties, on the terms set for your account.

PHOTO REPORT — LAYOUT SAMPLE

What you receive when a work order is closed. Details below are placeholders to show the format.

Work order	WO-0000 (sample)
Property / unit	Property name, Unit 2B
Work	Example: patch and paint bedroom wall, replace bath faucet
Completed	Date and technician notes

BEFORE PHOTO

AFTER PHOTO

NEXT STEP

Set up your account: email Profix@profixhandyusa.com or call 773-440-2252. Tell us your portfolio size, property addresses and how you want to be invoiced. We'll send the W-9 and certificate of insurance, and create your portal login.