



## All Service Companies are Not Created Equal

“The bitter taste of poor quality is left  
long after the sweetness of low price is gone.”  
– John Ruskin

Choosing Wisely: Some Questions to Ask Before You Buy			
QUESTIONS TO ASK AND EVALUATE THE CONTRACTOR	A#1 AIR	#2	#3
1. Is the company fully license, insured and state certified?	YES		
2. Is the company a drug-free workforce – tested monthly on a random basis to ensure drug free workplace?	YES		
3. Is the company on Angie’s List and referred by the BBB?	YES		
4. Will the company provide references to you upon request?	YES		
5. Does the experience of the installers who will be in your home exceed 10 years or more, and include NO SUBCONTRACTORS?	YES		
6. Has the company been in business over 20 years?	YES		
7. Does the company have NATE certified technicians – passing the industry standards for knowledge and quality?	YES		
8. Does the company have true 2hour emergency service and guarantee this in writing on their proposal?	YES		
9. Does the company offer you a wide range of choices in products and not just the ones they promote?	YES		
10. Did the company fully evaluate your home’s air duct system to ensure proper airflow and even temperature and make air duct recommendations?	YES		
11. Does the company have a 100% No Questions Asked Money Back Guarantee in WRITING for a full year to allow you to test drive the Total Comfort System?	YES		
12. Does the company guarantee in writing your BEST price against a quality installation checklist?	YES		
13. Does the company have a lifetime NO OVERTIME guarantee to you if you ever need service or maintenance on your total comfort system?	YES		
14. Did the company offer you in writing a lifetime unit replacement warranty as the last furnace or air conditioner for your home?	YES		
15. Does the company offer you a 10 year parts and labor warranty PLUS 10 years of maintenance on your new system – transferrable to a new homeowner?	YES		



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16. Will the company guarantee in WRITING a complete quality evaluation of the installation and walk you through each detail of your new system to ensure 100% satisfaction?	YES			
17. Did the company offer you a Client Courtesy Promise – to not swear, smoke, dirty, or damage your property in any way?	YES			
18. Did the company offer you a full maintenance agreement to clean and protect your investment at no extra cost?	YES 10 YEARS			
19. Did the company make every effort to educate you and explain all your options clearly in writing, and make you feel as if you had all the information to make the very best decision for your home?	YES			
20. Did the company evaluate the quality of your home’s indoor air quality using a diagnostic tool called AIR Advice to determine air quality?	YES			
21. Did the company perform or will they perform a complete analysis of your home’s design and engineering, and explain in detail the system size, efficiency and design in writing? (This should be what is called a manual J Calculation.)	YES			
22. Does the company use protective shoe coverings and tarps during installation to protect your home and maintain a clean work area?	YES			
23. Did the company guarantee in writing EVEN TEMPERATURE to within 2 degrees of your thermostat setting?	YES			

IMPRESSIONS		A#1 AIR	#2	#3
Do you trust the person who was in your home to deliver on the promises that were made?				
Did the person in your home evaluate your personal needs and identify what you wanted?				
Did the person in your home take time to educate you if you needed it?				
Did all your questions and concerns get answered clearly and in a courteous manner?				
Were you offered the opportunity to visit a showroom or see first-hand the products and installation you would receive?				
Did the person in your home offer you flexible financing options meeting your needs?				