

Choosing the Right Contractor

Most people take for granted the comfort provided by their central air conditioner, heat pump or furnace until something goes wrong and the unit needs to be serviced or replaced.

When this happens, you need a quality heating, ventilating and air conditioning/ refrigeration (HVACR) contractor who is knowledgeable, skilled and qualified to do the job.

A Quality Contractor:

- Complies with state and local codes and regulations and carries the proper business and workers' compensation insurance
- Is prompt, courteous and provides fast, reliable service while attempting to perform service at your convenience
- Has the skill and knowledge to not only service your equipment, but if necessary, to design and install the right system for you
- Is up to date on the newest developments in equipment, technology and design procedures in order to choose and install a system which will be the most efficient and most reliable system for you

A heating, ventilating and air conditioning system is designed to suit your needs. Your contractor selects each part of the system individually so that everything works at top efficiency to provide the comfort you need. All the system components are matched-the furnace, the condensing unit, fans and blowers, air conditioning coil, the duct work-to produce a heating and cooling system that will work best for you.

A quality contractor listens to your problems and cares about your comfort ...

- ... While attempting to find out if any rooms are too drafty or dry during the winter, or too hot or damp in the summer.

A quality contractor can help determine if your home or building is prone to indoor air pollution problems ...

- ... Which can be caused by organic resins or vapors, poor air turnover or high humidity. If allergies are a problem, a quality contractor can service your heating and air conditioning system and recommend system accessories that may prevent conditions that adversely affect health and comfort.

A quality contractor is concerned about protecting the environment.

- Chlorofluorocarbons (CFC's) and hydrochlorofluorocarbons (HCFC's) used as air conditioning and heat pump refrigerant, have been linked to the destruction of the earth's ozone layer. A quality contractor won't release the refrigerant into the

atmosphere and is trained and certified in the proper techniques for recovering, recycling, reclaiming and disposing of used refrigerant.

A quality contractor will show you how to care for your system on a day to day basis.

- For example, how to change the filter and how to operate the thermostat. He or she will advise you about symptoms which could signal that there might be a problem with the equipment. After servicing your equipment, he or she will let you know when it should be serviced again.

If a new system is necessary, a quality contractor will perform a Manual J® load calculation ...

- ... And explain any changes which might be necessary in your duct system, and present options to help you make the best decision regarding replacing your old system.

A quality contractor offers planned preventative maintenance service ...

- ... To maximize the life of your equipment. A quality contractor honors the terms of the warranty on the equipment throughout the warranty period.

A quality contractor does not offer price as the only consideration.

- While it is a major factor, there often are valid reasons for price differences.

A quality contractor will follow up with you to make certain that you are satisfied with the service and with your new system.

When Consulting an HVACR Contractor:

- Ask the contractor for references. Find out if other customers were satisfied.
- Ask the contractor about his or her license. If a license is required in your area, ask for the license number.
- Ask if the contractor's technicians are NATE certification. **NATE-certified technicians have proven their knowledge of modern HVACR systems.**
- **Cobb Heating & Air Conditioning Association** members have access to the latest technical information regarding HVAC systems. Contractors learn how to make quality an integral part of their company operations.
- **Don't forget to ask about ENERGY STAR qualified heating and cooling equipment.**