

2020 Consumer Checklist for Hiring a HVAC Contractor
Before You Hire Any HVAC Contractor
Make Sure They Answer YES to All 24 Questions

Reputation and Stability of the Painting Contractor:	
Do the Owners have a combined 30 years of experience in the HVAC industry?	✓
Will you supply me with at least 20 local references I can call?	✓
Do you maintain the \$2 Million of Liability Insurance, Commercial Vehicle and Worker's Compensation insurance and will your insurance agent send us your certificate directly?	✓
Have you had your business account at your bank for at least 5 years and do you have a letter of good standing?	✓
Do you maintain business accounts with local suppliers and are you in good standing?	✓
Are you an active member of the American Society of Heating, Refrigeration and Air-Conditioning Engineers – ASHRAE (The largest and most influential HVAC/R Organization)	✓
Experience & Service:	
Do you have a company policy to return all morning calls by 1 PM and all afternoon calls by 6 PM on normal business days?	✓
Are you reachable 12 hours a day Monday to Saturday?	✓
Do you provide a daily written progress report to the homeowner?	✓
Do you have a written process for Air Conditioner and Furnace work?	✓
Have you successfully completed over 1050 HVAC projects since 2008?	✓
Do you provide a pre-project checklist of helpful hints?	✓
Do you conduct a pre-project inspection to help the homeowner identify common repair items?	✓
Are all of your Technicians in uniform and trained to be attentive to domestic and security needs?	✓
Do you have strict written policies prohibiting smoking and alcohol or drug use by your crews?	✓
Will you provide, in writing, approximate start and completion dates for my project?	✓
Do you only require a 15% deposit to secure your start date?	✓
Do you offer Zero Interest Financing options?	✓
Do your crews have a written daily cleanup procedure?	✓
Follow Up and Follow Through:	
Will you provide a written bid with a price guarantee for the work specified?	✓
Do you perform a comprehensive walk-through with the homeowner at the end of the job?	✓
Do you provide a comprehensive customer satisfaction survey after completion of my project?	✓
Will you supply me with up to an Ten-year warranty on all labor and workmanship?	✓
Materials:	
Can you recommend Air Quality products to Purify 100% of the air in your home?	✓

Elite Air Inc Proudly Answers YES to All 24 Questions and Will Provide You with Written Proof of Compliance

Getting the best deal is every consumer's goal. We hope this Consumer Guide gives you the information you need to make the best choice when it comes to hiring, evaluating and working with a professional HVAC contractor. Before you consider hiring any HVAC contractor – ask them these questions and ask for their *written proof of compliance*.

We live by our guide. We know this sets a standard that we can be proud of and that the majority of our competitors can't match. Upon request we will gladly provide you with our proof of compliance.

NOTE: An unusually low price usually means the contractor has cut some corners on quality. To insure that you get the best deal – make sure the contractor you hire complies *in writing* with all 23 questions.



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