

# Is your contractor right for you?

- Check to see if the contractor has all of the appropriate licensing for installing HVAC equipment in your province or state, and local area
- Ask how long they have been in business, longer is generally better
- Ask if they offer 24/7 service, financing, or accept credit cards
- Be wary of any contractor who ballparks you an estimate on the back of a business card after being in your home for a few minutes, or over the phone
- A contractor coming into your home should do more than just inspect your existing system. See that things like checking air flow, inspecting the duct system, making note of the windows and the direction your home faces, are being done.
- A knowledgeable contractor will ask about your experiences in the home; how long you have lived there, how long you plan to stay, if you have pets, allergies, smokers, hot and cold spots, noise, etc.
- A contractor with the tools to address these problems will offer viable solutions such as air cleaners, zoning equipment, programmable thermostats, humidifiers, variable speed and two-stage technology, and others. If they do not offer these solutions, they may not be the right contractor for you
- It takes more time to complete an installation when done correctly. Expect to pay more for comprehensive service, but much less in the long run for your system's performance and maintenance
- Typically, manufacturer warranties cover the replacement of faulty components for a limited time. Failure due to poor installation is typically not warranted by manufacturers. Select a dealer who will do a good job the first time.

When choosing a contractor for your heating and cooling needs, the following tips will help you make a wise decision.



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