COMFORT SURVEY & HOME ANALYSIS

CLIENT PROFILE

Client Name: _____

Address: _____

City/State/Zip: _____

Home Phone: _____

Work Phone: _____

Email: _____

Quote Date/Time: _____

Products Offered: Furnace ☐ Evaporator ☐ Air Filtration ☐ Humidifier ☐ Water Heater ☐

Price: _____

Lead Source: _____

Payment Type: Cash/Check (Discount 3%): ☐

Credit Card Financing: ☐

Club Member: Yes ☐ No ☐

If Not a Club Member, was it offered? Yes ☐ No ☐

CR:	LOST:	SOLD:	PENDING:
☐	☐	☐	☐

BEFORE WE BEGIN

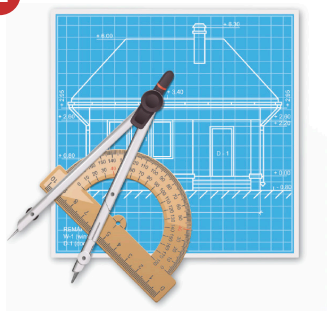
- ☑ Background Approved
- ☑ Drug Tested Approved

TODAY

1

Permits

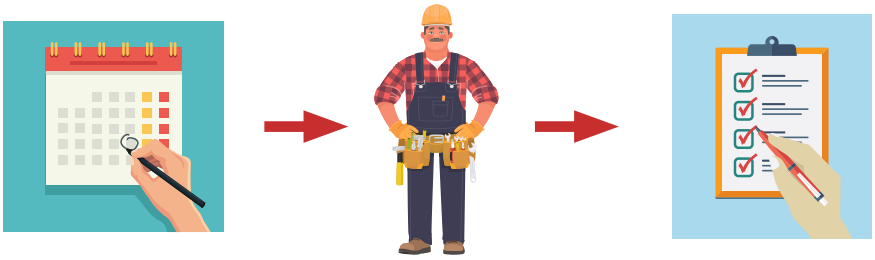
2



3

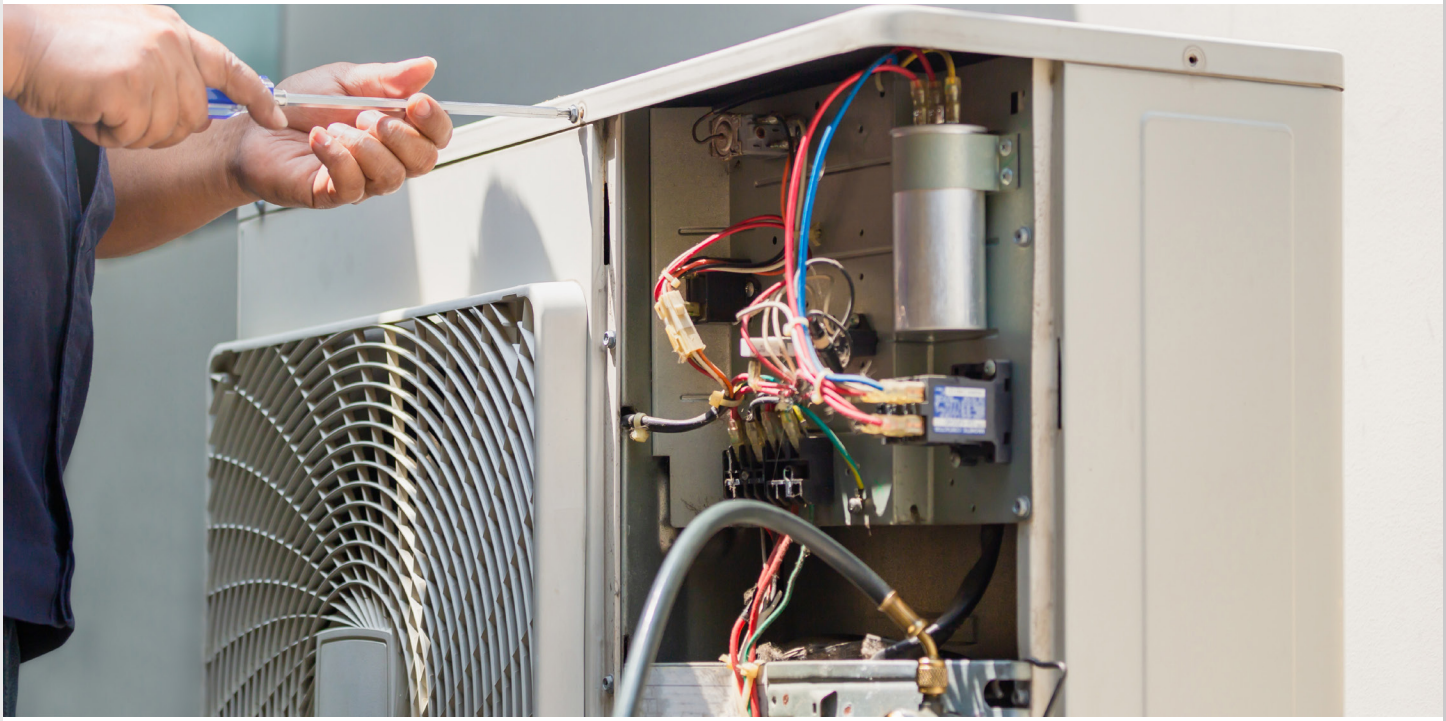
Bronze	Silver	Gold
★★★	★★★★	★★★★★
GOOD ENERGY SAVINGS	BETTER ENERGY SAVINGS	BEST ENERGY SAVINGS
NO REBATES	UTILITY REBATES	UTILITY REBATES

4



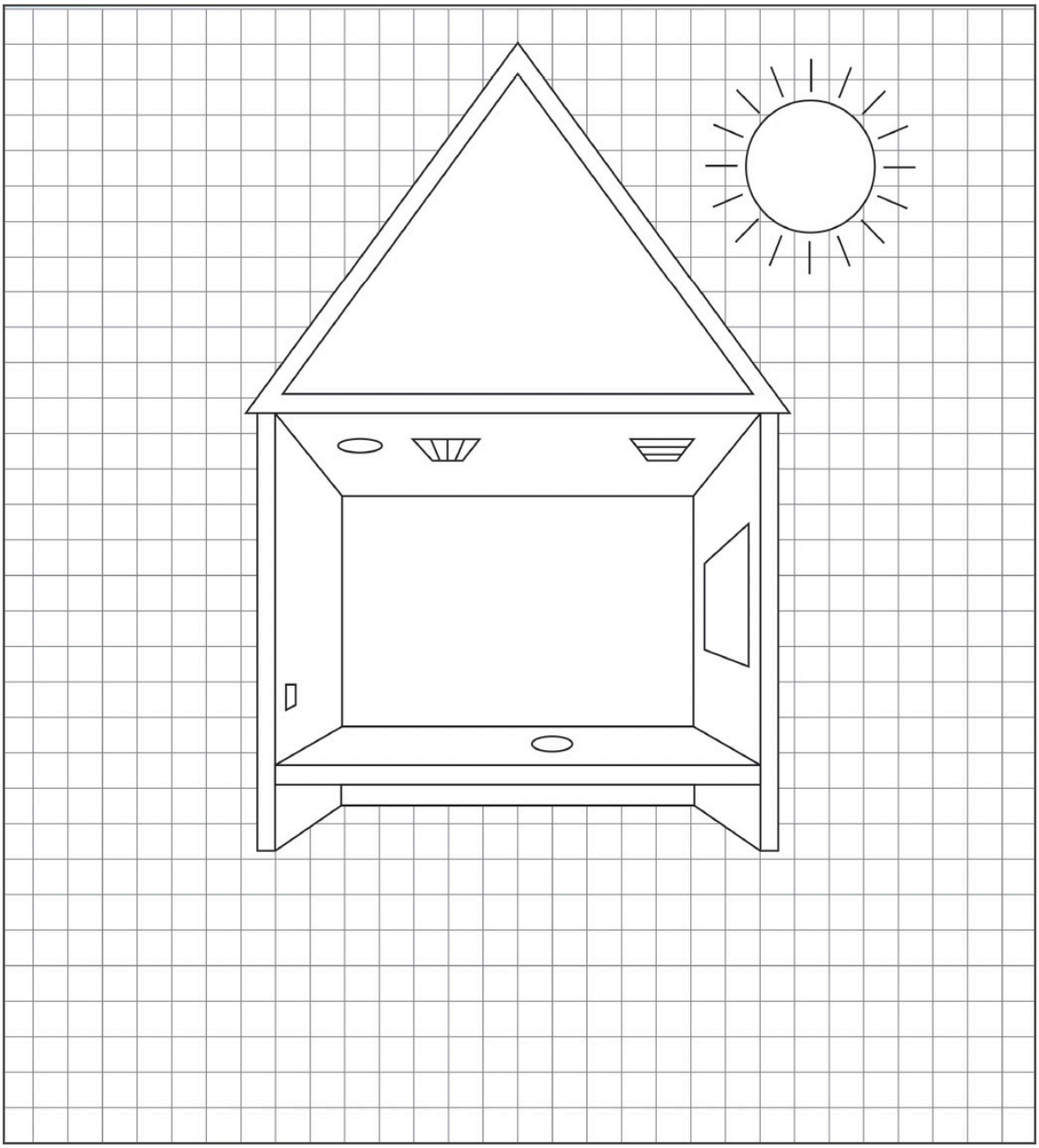
OUR COMPLETE SERVICE

- ✔ Energy Evaluation
- ✔ Home Comfort
- ✔ Installation
- ✔ Prices
- ✔ Our Company
- ✔ Technology
- ✔ Efficiencies



Whether you go with our company, another company or do nothing at all, you'll have all the information you need to make an informed decision.

Depending on the number of questions you have and how long it takes to perform your HVAC evaluation, this process will take about 90 minutes.



WE TAKE THE RISK

Trust our company with your HVAC service and we guarantee the best quality and service!

- ✔ Our Company Story
- ✔ Our Commitment to Service
- ✔ A Real Customer Story
- ✔ Are 3-bids the Answer?

"If on one hand you had 3 offers or even 5 offers from companies who will say anything to get their hands on your money, and on the other hand you had a company like mine with an ironclad guarantee, who would treat you the way we treat our customers, which of those would you prefer?"

100% BUY BACK GUARANTEE

(Complete A/C or heat only systems· no partial systems)

We agree to accept personal responsibility for your 100% complete satisfaction with the operation of the equipment provided by us. During the first year, if you are dissatisfied with the operation of the equipment we have installed, we will promptly correct the problem. If the equipment is still not operating at manufacturer's standards (as verified by manufacturer representative), we will remove the system and refund your money in full. This guarantee applies only to complete systems (such as a furnace, evaporator coil and condenser) installed on the same date and does not apply to any partial system installations.

1. How old is your home? How old is your system? Is it too noisy?

2. Why are you considering the purchase of a new Home Comfort System?

3. How do you feel about the humidity level and the Indore Air Quality in your home?

4. Does anyone in your family suffer from allergies/respiratory/sinus conditions?

5. Are there any hot/cold spots in your home? If so, where?

6. How much is your average utility bill?

6. How much is your average utility bill?

7. Is finding a Home Comfort System that maximizes your energy savings important to you? On a scale of 1 to 10, how important is it to reduce your family's carbon footprint?

8. Which financing options would make the investment in your new comfort system more convinient?

☐ 6 months SAC ☐ 12 months SAC ☐ Installment Payments ☐ Credit Card

"Mr. and Mrs. Prospect, have you ever had a bad experience with a pushy salesperson? Well, I've got great news, I am not a pushy salesperson; I am a professional sales consultant, and I take my profession very seriously. It's how I provide for my family, it's how I serve my community.

I want to take all the time you need to answer all your questions, design the perfect solutions, and of course, get it in your budget. All I ask at the end of that process is that you let me know, one way or the other, whether or not you think I am a good fit for you. And NO is a perfectly acceptable answer."

Central Air Conditioning

740 SHARES

Last updated: May 2018

If summertime temperatures leave you hot under the collar, you're not alone. More than 75 percent of U.S. homes use air conditioning, and 90 percent of new homes are equipped with central air. And eco-conscious consumers will be gratified to know that today's air conditioners are more energy-efficient, which means they cost less to run while keeping you cool and comfortable.

Installing or replacing central air can be a huge expense, so you'll want to get it right. To ensure that you have the best advice, we surveyed more than 14,000 Consumer Reports readers about new central air-conditioning systems they bought and installed between 2009 and 2016. We learned how satisfied they were overall with their purchase, the cost of repairs, how many systems break, and which parts break m

Installation: Find the Right Contractor

Whether you're replacing an older air conditioner or installing one for the first time, finding a trustworthy contractor to install and service an air-conditioning system matters the most. Here's what to do.

Ask around. Seek referrals from neighbors, family, or business associates. It's wise to get price quotes from at least three contractors.

Check their background. Contractors who bid on your installation should show you verification of bonding and insurance, plus any required contractor's licenses. Check with your local Better Business Bureau and consumer affairs office for complaint records. It's a plus if technicians are certified by a trade organization, such as North American Technician Excellence or HVAC Excellence, to service residential heating and cooling equipment. Those and other similar programs assess the technician's knowledge of specific types of equipment and their proper

RELY ON THE EXPERTS

CONSUMER REPORTS:

- ✔ "Any contractor you hire should calculate the size of the cooling equipment you need by using such recognized methods as the Air Conditioning Contractors of America ... "

ACCA®
Air Conditioning Contractors of America

- ✔ "Finding a trustworthy contractor to install and service an air conditioning system matter the most."

- ✔ "Be leery of a contractor who bases estimates merely on house size or vague rules of thumb."

1 Introduction

The heating, ventilation, and air conditioning (HVAC) system is arguably the most complex system installed in a house and is a substantial component of the total house energy use. A right-sized HVAC system will provide the desired occupant comfort and will run efficiently. This Strategy Guideline discusses the information needed to initially select the equipment for a properly designed HVAC system. Right-sizing of an HVAC system involves the selection of equipment and the design of the air distribution system to meet the accurate predicted heating and cooling loads of the house. Right-sizing the HVAC system begins with an accurate understanding of the heating and cooling loads on a space; however, a full HVAC design involves more than just the load estimate calculation—the load calculation is the first step of the iterative HVAC design procedure.

The iterative nature of HVAC design is illustrated in Figure 1, along with the Strategy Guidelines that cover the various aspects of the design process. The heating and cooling loads depend on the building location and construction, whereas the equipment selection and distribution design depend on the loads and each other. After initial equipment selection, several adjustments to duct design and equipment selection may be needed to optimize the design.

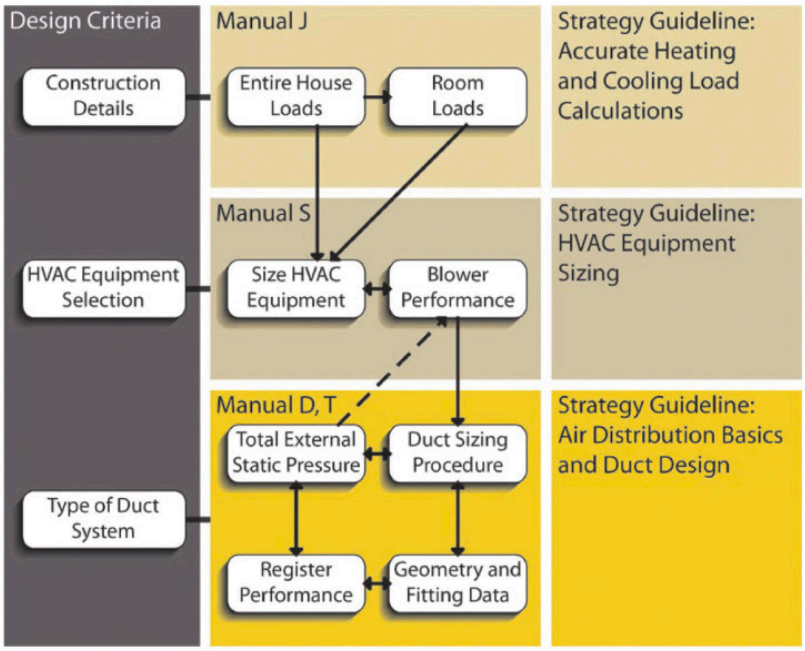
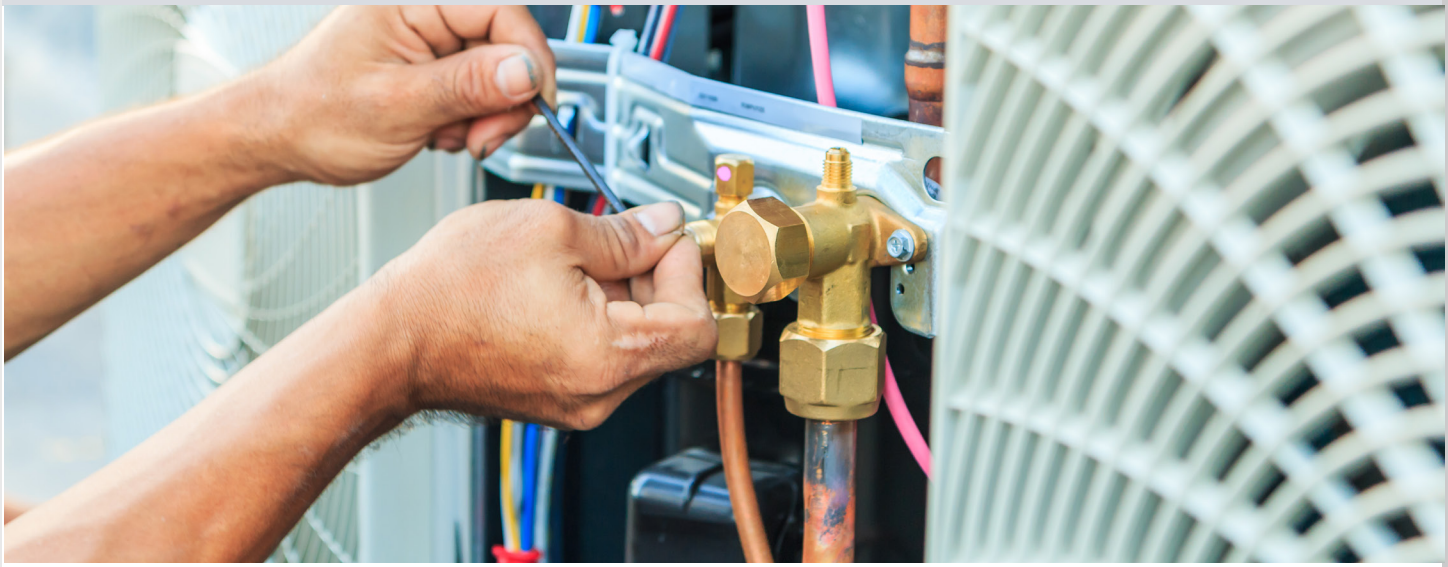


Figure 1. Design information from ACCA Manual J—Residential Load Calculation.

RELY ON THE EXPERTS



US DEPARTMENT OF ENERGY:

- ✔ "The heating, ventilation, and air conditioning (HVAC) system is arguably the most complex system installed in a house and is a substantial component of the total house energy use."
- ✔ " ... a full HVAC design involves more than just the load estimate calculation-the load calculation is the first step of the iterative HVAC design procedure."
- ✔ "National Surveys have determined that well over half of all HVAC Contractors DO NOT size heating and cooling systems correctly."

"Would you agree or disagree with Consumer Reports and The U.S. Department of Energy that there are other factors that are as important, perhaps even more important, than a cheap price?"

OVER 70 DIFFERENT BRANDS MADE BY FEWER THAN 8 MANUFACTURERS. WHY IS THAT?

And what is it that manufacturers

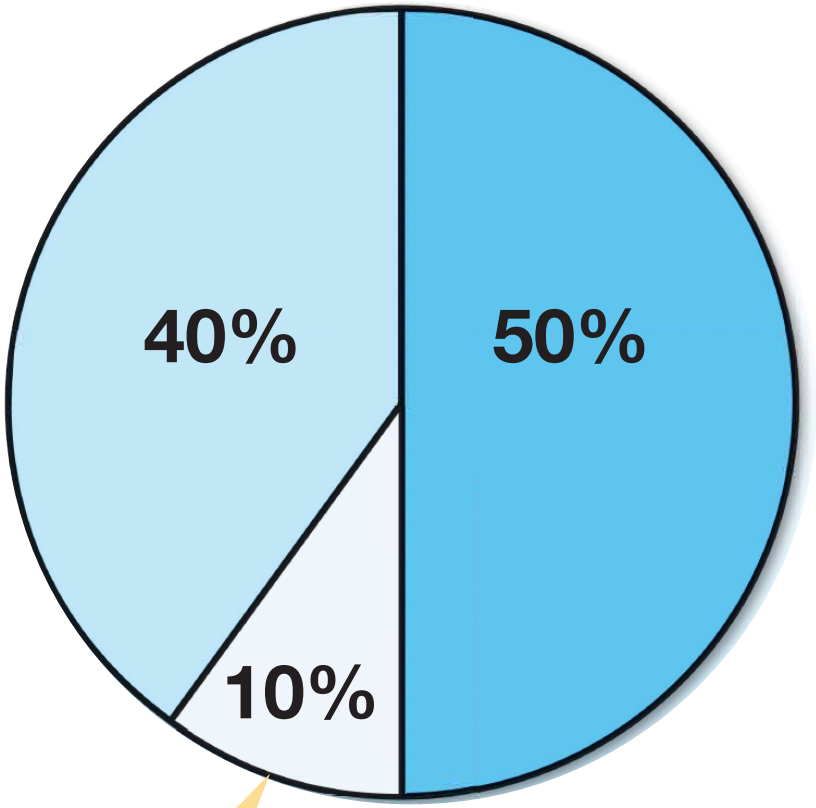
DON'T want you to know?

BRAND VS_____

U.S. DEPARTMENT OF ENERGY

CR Consumer Reports™

"Owners of a HVAC system will be completely satisfied by the 5th year of ownership regardless of brand."



We GUARANTEE your home will be in this 10%, or you will get 100% of your money back!

*Study performed by North Carolina Alternative Energy Corporation. All units tested were operational and blowing hot andcold air.

OUR INSTALLATION PROCESS

1 Staging

- Cover floors in main traffic areas
- Wear shoe covers off main traffic areas
- Park vehicles appropriately with customer's permission
- Walk through project with homeowner to verify installation instructions
- Customer removes valuables from traffic areas
- Bring in tools and equipment
- Ensure 5 foot safety space to work area, free of children and/or pets
- Bring in tools and equipment
- Identify key shut offs (gas, power, water)

2 Removing

- Turn power off at panel
- Turn gas off at equipment and/or meter
- Disconnect gas, electrical, ducting and venting from existing equipment
- Remove equipment and related debris from work area
- Plan installation strategy, including routing of vent pipes, gas lines and electrical
- Pinpoint any exit holes for cutting

3 Installation

- Cut holes through exterior of home as needed, ensuring tidy and accurate cuts for optimum finished appearance and seal
- Ensure cutting safety, clear of wires and pipes
- Install vent piping with minimum grading per foot, and ensure that pipe is supported every 4-5 feet
- Install combustion air intake piping, making connections to furnace and exterior
- All 90%+ furnaces shall be joined by purple primer and PVC glue
- Reconnect gas piping to new appliance, ensuring that gas capacity and safety practices are not compromised in any way
- Test all affected gas joints for leakage
- Make duct connects for supply and return air plenums using 26 gauge sheet metal; sheet metal cleats on duct joints and sheet metal screws
- Make electrical connections including switch near furnace and thermostatic control wiring
- Install all accessories to company standards

4 Start-up

- Turn on gas and electrical to the system
- Retire all gas appliances in the home
- Test new equipment on all firing levels, minimum 10 minutes
- Test thermostat operation on all different functions available
- Walk through project audit with customer, explaining function of new equipment

5 Clean-up

- Sweep and wipe all work areas
- Remove all equipment and debris from site, including outside the home
- Replace valuables to their original locations
- Remove protective floor coverings
- Complete final site survey

HEATING & AIR

Specialized Performance Tuning

MANOMETER

Gas pressure can vary from house to house. We fine tune the gas pressure for a perfect balance of performance and efficiency. A perfect tune will feel like a warm blanket.

MAGNAHELIC

Proper airflow tuning is a must. With proper airflow, your system will be more efficient and will last longer, eliminating early unnecessary failures.

DIGITAL CHARGING SCALES & GAUGES

We all know what happens when your vehicle's A/C is low on refrigerant. Our unique charging process creates a perfect charge every time.

SPECIALIZED FIELDPIECE COMPUTERIZED METERS

We take the extra step of measuring amperage draw. This confirms for us that our install is the best that it can be!

Exceeding Today's Building Code

26 GAUGE METAL

Bigger is better for longer life and quieter operation.

CROSS-BREAK DESIGN

This makes our metals even stronger!

STAINLESS STEEL GAS FLEX

Superior metals are mandatory when it comes to your safety.

CONDENSER EFFICIENCY LIFT

We support your new condenser using a system which enhances efficiency, longevity and provides superior sound quality.

OLD SCHOOL WELDS

We only use 15% silver rods, just like the old days. Again, we've chosen only the best materials!

LIQUID-TIGHT CONDUIT

Only the best products for longer life and better performance.

ELECTRICAL BOXES

We update your old A/C electrical box with a newer weatherproof unit.

Fire & Water Safety

CARBON MONOXIDE DETECTORS

Installed for every one of our customers.

100% SAFE FURNACE

Built-in safety devices when tripped will automatically shut off the furnace, preventing fire or damage.

CONDENSATE CONTROL

Eliminate potential water damage from condensation using a special overflow shut down device when required.

My representative has explained all the Install Best Practices. _____

OUR ETHICS

E

Exceptional Service

- I am in the business of building relationships
- I do a little something extra in everything I do
- I am on time

T

Total Satisfaction

- I am a No Surprise Guy
- I stand behind my work; Guaranteed
- I am empowered to fix my mistakes

H

Have Fun

- I have a positive attitude
- I treat each client and co-worker like family
- I don't take myself too seriously. Seriously!

I

Integrity

- D.W.Y.S.Y.W.D.(dwiz-eee-wid): Do What I Said I Would Do
- I value the reputation that has been built before me
- I do what is in the best interest of my clients

C

Community

- I embrace my corporate citizen responsibilities
- I lead by example
- I give back

S

Supporting Excellence

- I embrace competition
- I provide and seek top notch training
- I push for personal growth

WE'LL TAKE ALL THE RISK!

- ✔ OUR COMPANY STORY
- ✔ OUR RISK REVERSAL STRATEGY
- ✔ OUR CORNERSTONE GUARANTEE IN ACTION

OUR GUARANTEE TO YOU!

☐ **THE NO SURPRISE GUARANTEE**

The price we quote is the price you pay. There are no change orders or add-ons for us to complete the job as promised.

☐ **100% BUY BACK GUARANTEE**

(COMPLETE A/C OR HEAT ONLY SYSTEMS NO PARTIAL SYSTEMS)

We agree to accept personal responsibility for your 100% complete satisfaction with the operation of the equipment provided by us. During the first year, if you are dissatisfied with the operation of the equipment we have installed, we will promptly correct the problem. If the equipment is still not operating at manufacturer's standards (as verified by manufacture representative), we will remove the system and refund your money in full. This guarantee applies only to complete systems (such as a furnace, evaporator coil and condenser) installed on the same date and does not apply to any partial system installations.

☐ **$500 NO HEAT, NO COOL GUARANTEE**

If your furnace or air conditioner fails to heat or cool your home during the first two years from installation date, we will fix it free including parts and labor and if we cannot get it fixed within 24 hours from the time the technician arrives, we will write you a check in the amount of $500. (Guarantee excludes holidays and weekends.)

☐ **COMFORT GUARANTEE**

We guarantee that the system we install will heat or cool your home as well as we have stated. If the temperature range we promise is not achieved, we will replace the system at no charge.

☐ **NO LEMON GUARANTEE**

If the compressor in your air conditioner fails twice in the first five years, we will install a complete and new outside unit. If the heat exchanger in your furnace fails in the first five years, we will install a new furnace.

☐ **PROPERTY PROTECTION GUARANTEE**

All property (such as lawns, shrubbery, carpeting, floors, walls, furniture and door frames) are protected. Damaged property will be replaced or repaired. Protective shoe covers and hall runners will be used on all work and traffic areas.

☐ **HIGHEST VALUE GUARANTEE**

Anyone can make something cheaper by cutting corners and pricing it for less. So, it's important to know what is and is not included in any heating and cooling system you choose for your home. Our price guarantee is our promise to you that you cannot find a comparable installation for less ... or we'll pay you a $50.00 Bonus over the difference. All we ask is that it be a published "apples-to-apples" comparison.

☐ **INSTALLATION WORKMANSHIP GUARANTEE**

We pride ourselves on the skill, training, craftsmanship and professionalism of our installation technicians. They will care for your home and complete the job with speed and precision. They will wear floor savers, clean up when they are finished and take personal responsibility for your satisfaction. They will not smoke or swear in your home and they will be polite and courteous. When they have finished in your home, if they have not performed in accordance with these high standards, we will refund whatever the amount of the purchase you feel to be fair.

☐ **LIFETIME INSTALLATION GUARANTEE**

We guarantee the quality of workmanship to be professional and in keeping with the standards set by the manufacturer. Should further installation service attributable to the original installation of your heating and air be required during the life of your system, we will return and provide that service at no cost to you for as long as you own the system.

☐ **CHECK FREE GUARANTEE**

Our guarantee covers every aspect of our installation from the equipment to the refrigerant that it uses, everything is covered. Plus, never pay dispatch fees, overtime charges or for service after hours. You will have the most complete coverage in the industry and will never catch yourself saying. "I hope this is covered." It is covered, and it's in writing.

My representative has explained all the Install Best Practices. _____

REPAIR VS. REPLACE

Spend Money on Repairs or Invest in a New System?

vs.

The Cost of Today's Repair $ _____

The Estimated Cost of Future Repairs Over 5 Years $ _____

Utility Bill Over-Payment 20%

Amount Per Year $ _____ x 5 Years $ _____

The Estimated Cost of Inflation

Percent Per Year $ _____ % x 5 Years $ _____

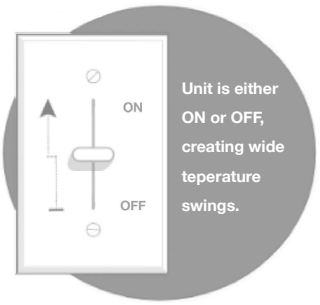
Total Investment in Current System $ _____

WHAT IS VARIABLE SPEED?

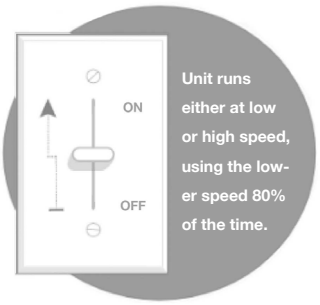
The term “Variable Speed” actually refers to the blower motor inside the furnace or air handler. It’s known as an Bectronically Commutated Motor (ECM). ECM’s are DC motors that function using a built-in inverter and a magnet rotor, and as a result are able to achieve greater efficiency than most AC motors.

The Light Switch Analogy

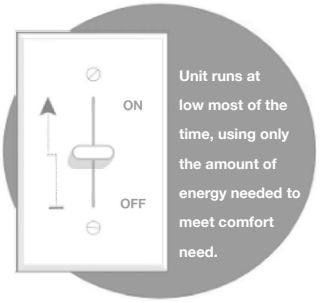
By comparing the functions of a single stage, two-stage, and variable capacity compressor to a simple light switch, it’s clear to see why the variable capacity option is far more efficient and effective for home comfort.



SINGLE-STAGE



TWO-STAGE



BENEFITS OF CHOOSING VARIABLE SPEED

PRECISE CONTROL

A variable speed heating system precisely controls airflow to provide better temperature control. humidity control, and air distribution. A higher degree of precision means a higher level of comfort.

ELECTRICITY SAVINGS

Compared to a conventional single-speed furnace, a variable speed furnace performs better and uses about two-thirds less electricity. During the cooling mode, variable speed systems typically result in an efficient gain of about 1 SEER (Seasonal Energy Efficiency Ratio). The higher the SEER, the lower the utility bills. All of this, can save you hundreds on your electrical bill each year.

QUIET OPERATION

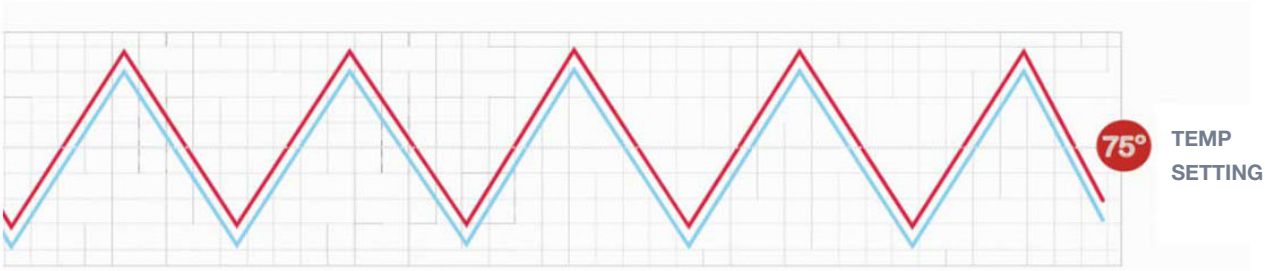
Variable speed furnace or air handler also ensures quieter operation. The furnace slowly ramps up to speed, so there’s no sudden “kick” or “blast” of air at startup.

CLEANER AIR

A variable speed motor can also help better clean the air in your home. When the fan is in constant operation (indicated by the “Fan” setting on your ther-mostat). the motor will continue to slowly circulate air, allowing your air filters to capture more contaminants. improving homeowner health.

WHAT IS VARIABLE SPEED?

ECMs are low-maintenance, energy efficient, and can reduce operating costs. The initial cost of a furnace with an ECM will be higher than a traditional furnace, but the typical payback on a variable speed furnace is just 4 to 5 years.



- Work at 100% capacity all the time.
- Shut off once the set temperature has been reached.

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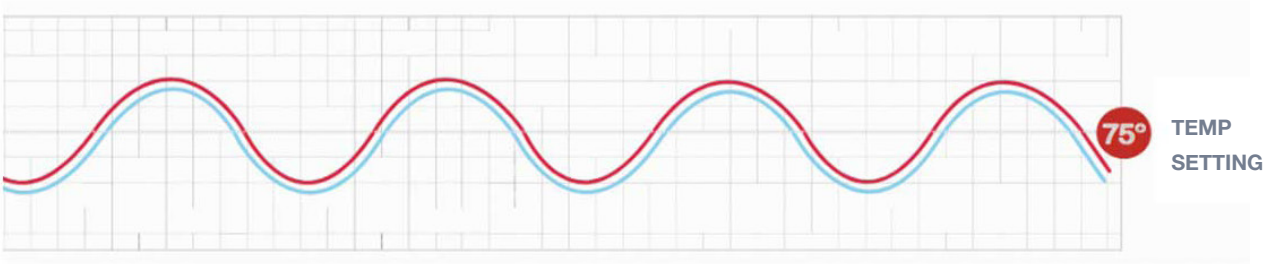
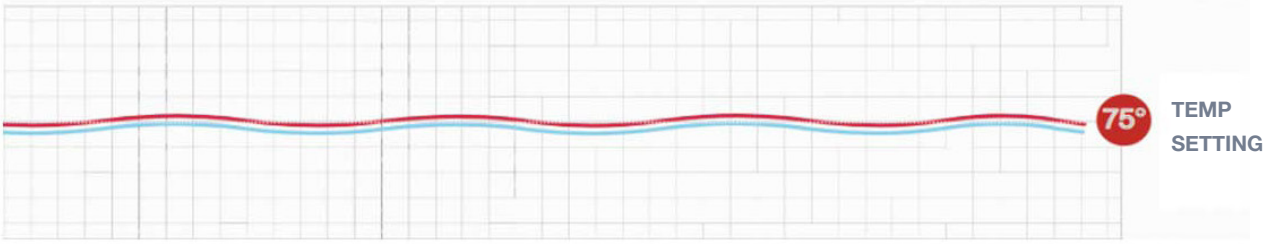


- Work at 60-65% capacity for 80% of the time.
- Only Work at 100% capacity when the load requires it, like on unseasonably hot or cold days.

- Produce more even temperatures throughout the home.
- Offer improved comfort and humidity control and energy efficiency.



- Work at 35% capacity for 85% of the time.
- Can adjust the temperatue in 1% capacity increments for precise temoerature control.

- Only work at 100% capacity when the load requires it, like on unseasonably hot or cold days.
- Offer the ultimate in efficiency comfort and humidity.

NOTES

NOTES