

Frequently Asked Questions



Question 1: What should the customer know about your pricing (e.g. discounts, fees)?

We offer 5% senior and military discounts on replacements or major repairs. We also offer free in home consultations.

Question 2: What is your typical process for working with a new customer?

Whether you hire us to perform a repair or to install equipment for air conditioning and heating residents and or businesses receive our 100 percent satisfaction guarantee. We want to make sure that you're completely happy with our work.

Question 3: What education and/or training do you have that relates to your work?

With over 18 years of experience from AC and heating repair to preventive tune-ups and building-wide replacements. As a factory-authorized dealer for many brands, we install a wide selection of efficient equipment for air conditioning and heating systems for businesses and homes. We employ service techs and installers who have earned certifications. NATE's stringent exams measure technicians' knowledge of general HVAC technology and multiple specialty areas which include a Master Mechanical HVAC License.

QUESTION 4: How did you get started doing this type of work?

Joseph started as an apprentice 18 years ago and worked his way up in the industry. Joseph was mentored by a very well-respected man in the HVAC industry where he was exposed to a variety of different complex systems. He grew a passion for the HVAC industry and knew he wanted this as his career. He worked full time and attended school for the trades. Joseph specializes in Hydronics, Water Sources, Cooling Towers, Central HVAC systems, Commercial, Multi-zone, Ductwork, Refrigeration, and all Residential Equipment with many more. Joseph has had the privilege to work on various equipment, from repairs to installation. He loves a challenge that scares the most Joseph excelled each time.

Question 5: What types of customers have you worked with?

Joseph has worked on everything from standard HVAC installations and repairs to complex multi million dollar projects. No project is too big or too small.

Question 6: Describe a recent project you are fond of. How long did it take?

Joseph recently finished a 2000 units condominium installation of high efficiency boilers to supply water for the entire building.

Question 7: What advice would you give a customer looking to hire a provider in your area of work?

Make sure they are licensed, bonded, and insured. Always ask who will be doing the installation and or repair. Joseph will always ensure that all work was completed up to his and the industry standards. That is why we offer a 100% satisfaction guarantee.

Question 8: What questions should customers think through before talking to professionals about their project?

Here are 10 major questions you should consider.

1. Should I really be replacing or repairing my system?
2. Is my current ductwork compatible with a new system?
3. Is the company I am using doing a complete installation?
4. Is the company I am using Licensed, Bonded, and Insured?
5. How many years of experience does the HVAC professional have?
6. Does the company that I am going to use have great reviews?
7. What kind of warranties and guarantees am I getting?
8. Do I know the expected savings and true cost of replacement?
9. Have I chosen the right system for my family?
10. Did the company I am using do a heat load calculation to ensure I get a properly sized system?

