

Seven Things to Consider When Choosing a Dealer

1. Reputation for quality and dependability

Dealers should be able to provide names of satisfied customers in your neighborhood. They should also be licensed, insured and code-compliant.

2. Prompt, courteous and professional service

Some dealers provide an extra measure of convenience with extended hours, emergency service, financing packages and year-round maintenance programs.

3. Commitment to your satisfaction

Dealers with a solid reputation are committed to 100% customer satisfaction. They realize that actions speak louder than words. So instead of just talking about quality, they practice it through listening, learning and responding to your needs.

4. Innovative product offerings

Dealers should offer a variety of innovative products and services that make your home more comfortable. They should also be able to provide suggestions for saving money on your utility bills and improving the quality of the air you breathe.

5. Solutions customized to match your needs

The best dealers recognize that one solution does not fit all homes. After going over what you want, and taking a look at your home and duct system, the dealer should be able to develop a proposal customized to your specific needs.

6. Technical expertise and certification

Dealers should have technicians on hand that can select the right size equipment for your home, install it properly and keep it in good working order. One sign of qualification is membership in professional organizations such as North American Technician Excellence, the only national testing and certification program accepted by the entire industry.

7. Clearly stated repair and service policies

The warranty and other service policies should be clearly stated for equipment, materials, and labor. They should also indicate who is responsible for honoring the warranty.

