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Qualification and Quality Check List

Purchasing a new heating and air conditioning system is a BIG investment. One way you can help ensure that your new investment is installed correctly **and** performs at its maximum designed efficiency level, is to choose a qualified and quality contractor. Choosing a qualified and quality company can be challenging.

Remember, a new heating and air conditioning system is only as good as the quality of its installation. Unfortunately, the effects of an improper installation do not show up right away. It is not uncommon for the problem to be discovered after the labor warranty runs which can result in significant additional costs.

Below are some questions that will help you determine if a company is qualified **and** focuses on quality. Qualified and Quality companies will, at a minimum, answer yes to all these questions.

Is the company a Class A Contractor?

- ✓ Yes, Comfort Solutions is a Class A Licensed contractor.

Is the company highly rated by customer experiences?

- ✓ Yes, Comfort Solutions is top rated from customers with Consumers Checkbook, Angie's List, Washingtonian Magazine, Yelp, Google, Yahoo and Merchant Circle to name a few.

HINT: A good way to check a company's ratings is to Google the company name followed by the words "ratings or reviews". You may be very surprised at what you find.

Does the company offer a satisfaction guarantee?

- ✓ Yes, Comfort Solutions offers a 100% Satisfaction Guarantee.

Does the company offer a two (2) year labor for repairs warranty?

- ✓ Yes, we provide a two (2) year labor warranty for installs at no extra charge.

Are the installers paid by the hour? (You may not think this is important, but it is very important).

- ✓ Yes, Comfort Solutions, Inc. pays our installers by the hour. This ensures a top quality installation. If a job needs additional time to ensure a proper installation, we will take that additional time...**and you will not see any additional charges.**

Did you know? Many companies are paying their installers a fixed fee to perform installations. This naturally shifts the focus of the installer to get the job done as quickly as possible so they can get to the next job, which in turn sacrifices quality.

Does the company guarantee the copper joints they weld?

- ✓ Yes, Comfort Solutions is the only company that offers 100% labor and material coverage for two (2) years on welded joints. This is one of the items that may not show up for a year or longer. **Our two year warranty** gives you the insurance that your system is leak free and will stay that way.

Is there a live person to answer your phone call if you have questions?

- ✓ Yes, Comfort Solutions has full time office staff to readily take care of your needs.

Is the refrigeration pipe insulation replaced at the outdoor unit?

- ✓ Yes, Comfort Solutions replaces the insulation from the home penetration to the newly installed outdoor unit.

Does the company check the “HOLD AT” micron level? [\(This is extremely important\)](#)

- ✓ On average Comfort Solutions “HOLD AT” micron level is ~250 microns or less. This insures moisture and contaminants are removed from the refrigerant system. We have invested in state-of-the-art tools, training and processes to ensure this is done properly.

Note: Pulling the vacuum on your new investment is one of the most important parts of a proper installation. This is the process of removing moisture (worst enemy) and contaminants from the refrigerant system before the new refrigerant is installed. A vacuum is rated in microns...the lower the number, the better. Most companies say they vacuum to 500 microns; however they do not tell you the “HOLD AT” micron number. We have seen vacuums pulled to 500 and after shutting off the vacuum pump, the microns have crept up to as much as 1500 microns...this means there are still moisture and contaminants in your new system. Make sure you verify the “HOLD AT” number...this could save you thousands in the future.

Will the refrigeration pipe be installed using special tubing benders and elbows?

- ✓ Yes, Comfort Solutions believes this is very important because it is a direct reflection of the quality of job being performed. This also maximizes space and minimizes the chance for future damage to the piping

Can the new outdoor pad be set on top of an old pad?

- ✓ No. New pads are designed to absorb sound and vibration and transmit it into the ground. If a company tries to cut corners and set a new pad on top of an old one, you would want them to remove the unit and re-install it.

Is the company insured and do they carry Workman’s Comp insurance?

- ✓ Yes, Comfort Solutions is fully insured and carries Workman’s Comp insurance.

Are the duct connection fittings custom made to fit your new system properly?

- ✓ Yes, our duct fittings are fabricated from computerized state-of-the-art sheet metal equipment. We do not show up with a piece of metal and “make it fit”

Are the new duct connections sealed with mastic or caulk sealant?

- ✓ Yes, all of our new connections are sealed with UL Certified duct mastic or caulk.

Note: Most companies use tape. Tape is a lot less expensive and much faster to use, however the adhesion from the tape dries out over time and will result in air leakage from your ducts.

Will the refrigerant charge be set up with digital refrigerant gauges?

- ✓ Yes, Comfort Solutions always uses digital refrigerant gauges. We outfit all of our fleet with the highest quality gauges available.

Will your floors be protected while an installation is taking place?

- ✓ Yes. Not only do we wear shoe booties, we use heavy duty floor runners to protect your floors and carpets. We also use protective film on carpeted stairs ...and we always vacuum the area when we are completed.

Does the welding material being used contain 15% silver?

- ✓ Yes, Comfort Solutions uses solder that contains 15% silver to ensure long term solder connections.

Note: This is an area many companies cut corners. Silver based solder is approximately 10 times more expensive than regular solder and is the solder recommended by the manufacturer.