

Hiring an HVAC Contractor Checklist

Not all contractors are the same. Here are some questions to consider asking when you interview potential contractors.



- Do you have a permanent place of business, and what is the address?
- Is your company licensed in California to do heating and air conditioning work? What is your contractor's license number? Are you licensed to do residential Heating and Air conditioning work?
- Does your company carry both general liability and workers compensation insurance, and can you produce current certificates?
- How long have you been in business?
- Are your technicians certified by the EPA to handle Freon refrigerant gas?
- Is your company a member of a national trade association such as the Air Conditioning Contractors of America or the National Association of Plumbing Heating and Cooling Contractors?
- Do your service technicians have safety testing equipment to detect gas leakage and carbon monoxide spillage?
- Does your company use an airflow capture hood to assure the proper delivery of air through your duct system?
- Does your company own a duct pressurization system (called a "duct blaster") to verify the quality of the ducts against leaks. (The quality of your ducts is as important as the quality of your furnace and air conditioner. It does not pay to install energy efficient heating and cooling equipment, if your ducts are leaky. Only by duct pressurization testing can the quality of the ducts be confirmed.)
- How do you calculate the proper size furnace and air conditioner for my home? Can you perform a computerized equipment sizing and selection calculation?
- Do you take a whole house, systems approach to sizing equipment? Are there cost effective ways to improve the energy efficiency, heating and cooling load on my home while making my home have better air quality and be more comfortable?
- Can you provide names of satisfied customers in my neighborhood?
- Can your company arrange financing? (Even if you don't desire financing, contractors who can offer financing tend to be trusted by lenders and are more established.)
- What is your guarantee on service repairs? How long is it, and does it cover both parts AND labor?
- Do you have a refund policy if I am not satisfied? What is it?
- Do you have any unresolved complaints with the Better Business Bureau?
- Are your technicians NATE certified?