



PROFESSIONAL™

HEATING & AIR

OUR PROCESS

Thank you for choosing Professional Heating & Air. We operate our company based on a principle of a high level of customer service. Some contractors feel that by coming to your house and doing the bare minimum amount of work that they are doing you a service. They will find the main cause of your problem, solve that problem and never look any further into your system to see what the root cause of the issue is.

We operate a little differently.

We will come and find the main cause of your problem just like everyone else. We will also perform a complete evaluation of your system and find any other issues that you may be having. We will give you the cost to make the primary repair and if we find anything that might fail in the near future we will give you pricing to replace that while we are there also.

We like to call them the must have's & the nice to have's.

Our goal is to bring all of the issues to your attention while we are there that day so you are fully informed. What you do with that information is up to you. You can replace just the part that is broken or that and any parts that are near failure. Or none of them! Its completely your decision!

It is our job to make you aware of all of the issues though. The last thing we want is to come to your house, make a quick diagnosis, quick repair and leave only to have you call back in a week because there is another issue. If we do that and have to come back out now you are wondering why we didn't find that while we were here the first time.

We operate our maintenance calls based on the same principle. You called us and are paying us to come out there and find all of the issues that you have with your system and that is what our technicians are trained to do. They should list any issues found in order of priority, educate you on what the recommendations are and why they are recommending them. From there it is solely your decision on whether or not you want to go forward with any of the recommended repairs. You can do none, some, or all.

Our job is to be thorough and provide a high level of service. Your job is to ask questions and make sure that you are making the best decision for you, your home & your family. If there is ever any doubt please feel free to call the office & ask for a manager.