

# Great Lakes Heating, Air Conditioning, and Electrical Inc.

WHICH CONTRACTOR BEST SUITS YOUR NEEDS? Use this questionnaire to interview and compare contractors.		Great Lakes Heating and A/C	Company A	Company B
1.	<b>Have you been in business very long?</b> <b>(CAUTION! Only an experienced contractor can do your installation correctly.)</b>	YES!	?	?
2.	<b>Can I have your street address?</b> <b>(CAUTION! Don't do business with contractors who refuse to give you their street address.)</b>	YES!	?	?
3.	<b>Do you have an office staff?</b> <b>(CAUTION! Who's going to respond to your questions, comments, concerns or complaints?)</b>	YES!	?	?
4.	<b>Are you licensed to do this type of work?</b> <b>(CAUTION! Your homeowner's insurance does not cover work done by unlicensed contractors!)</b>	YES!	?	?
5.	<b>Are you insured to do this type of work?</b> <b>(CAUTION! Your homeowner's insurance may not cover an accident, injury or damage!)</b>	YES!	?	?
6.	<b>Will you guarantee my ultimate satisfaction?</b> <b>(CAUTION! Get this guarantee in writing!)</b>	YES!	?	?
7.	<b>Will you guarantee the price quoted will be the final price, even if you overlooked something?</b> <b>(CAUTION! Beware of a low initial price followed by a price increase after the work has started!)</b>	YES!	?	?
8.	<b>Will you use mats or drop cloths while working inside my home?</b> <b>(CAUTION! Damage to your property could raise your total cost of installation dramatically!)</b>	YES!	?	?
9.	<b>Will you clean up at the conclusion of each day's work?</b> <b>(CAUTION! Most contractors do not include a thorough clean-up as part of the job!)</b>	YES!	?	?
10.	<b>Will you remove my old equipment and all debris from the premises?</b> <b>(CAUTION! "Disposal fees" tacked on at the end of the job are a common "hidden charge.")</b>	YES!	?	?
11.	<b>Do you have a large enough staff to handle my needs?</b> <b>(CAUTION! Beware of companies with too small of a pool of knowledge to draw from!)</b>	YES!	?	?
12.	<b>Is there an extended warranty available?</b> <b>(CAUTION! A low price with a short warranty period can end up costing you money!)</b>	YES!	?	?
13.	<b>Do you place a high priority on warranty calls?</b> <b>(CAUTION! Most companies put warranty calls on the "back burner," leaving you stranded!)</b>	YES!	?	?
14.	<b>Will your technicians be in a company uniform and driving a marked company vehicle?</b> <b>(CAUTION! Service people often bring others who don't belong there to the jobsite!)</b>	YES!	?	?
15.	<b>Do you run a criminal background check on your employees?</b> <b>(CAUTION! Many service people have a history of theft and other crimes. Don't be victimized!)</b>	YES!	?	?

16.	<b>Do you drug test your employees?</b> <b>(CAUTION! Most crimes committed by service people, such as theft, are by drug addicts!)</b>	YES!	?	?
17.	<b>Will the installers be employees of your company?</b> <b>(CAUTION! Many companies use subcontractors, which may not be insured or properly trained!)</b>	YES!	?	?
18.	<b>Will your installers arrive in a well maintained vehicle that won't drip oil on my driveway?</b> <b>(CAUTION! Oil stains on your driveway can add to the cost of the service!)</b>	YES!	?	?
19.	<b>Do you specialize in residential service and replacement?</b> <b>(CAUTION! Don't allow a new construction or heavy commercial specialist to work in your home!)</b>	YES!	?	?
20.	<b>Will all work meet or exceed existing codes?</b> <b>(CAUTION! Unless it's specified in your contract, don't assume this! Corrections are costly!)</b>	YES!	?	?
21.	<b>Will you be obtaining a permit?</b> <b>(CAUTION! Failure to obtain a permit in advance could cost you dearly!)</b>	YES!	?	?
22.	<b>Do you have extended business hours?</b> <b>(CAUTION! Will you lose the money you saved taking time off from work!)</b>	YES!	?	?
23.	<b>Do you offer any payment options?</b> <b>(CAUTION! Sometimes the dollars saved on the price are made up in finance charges!)</b>	YES!	?	?
24.	<b>Do you do a "whole-house" analysis?</b> <b>(CAUTION! Occasionally the true source of your problem lies outside the actual equipment!)</b>	YES!	?	?
25.	<b>Will you guarantee my comfort?</b> <b>(CAUTION! Others may guarantee it's "properly sized," but will not guarantee your comfort!)</b>	YES!	?	?
26.	<b>Will you use a "sound dampening system?"</b> <b>(CAUTION! Skipping this important step will make your system unnecessarily noisy!)</b>	YES!	?	?
27.	<b>Is any maintenance included?</b> <b>(CAUTION! The only way to keep your equipment running properly is with regular maintenance!)</b>	YES!	?	?
28.	<b>Are your technicians and installers NATE certified?</b> <b>(CAUTION! Most companies that have NATE certified technicians have less than 15 certifications. Great Lakes has over 42 certifications.)</b>	YES!	?	?