



(812) 476-1138
BrackettHeatingAndAir.com

Protect Yourself

Always Ask These 20 Questions

Before Hiring Your Heating/Cooling Contractor!

- **We created this list to protect you.** You're invited to download this list, print it out and ask these questions of every company you're considering to perform YOUR Heating/Cooling work.
- Although we're as competitively priced as any company providing the same quality, we know that **it's easy to be seduced by a one-time "hot-deal."** – And that's where people unfamiliar with Heating and Air often get taken.
- **These questions will refresh you on ALL of the important issues** so that you can make the Best Possible Informed Decisions. -- Even if you don't pick Brackett Heating and Air, we want your experience to be a good one!

Your 20 Questions:

1. Are you Insured and Bonded?

Yes! Your comfort and peace of mind are our top priorities which means being Insured and Bonded are number one in protecting our most valuable asset . . . you.

2. Do you offer a Free Consultation?

Why certainly! Our sales team is available at your convenience and at no expense to you. Call us today to schedule your appointment.

3. How experienced are your employees?

- Our company was founded in 1949. Over the years, we have strived to find and hire the absolute best in the industry. With an average work experience per employee of over 11 years, our team continues to improve their skills and knowledge through continual training on a quarterly basis.
- Excellence and experience takes time, and we've been at it for over 60 years.



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4. How do your prices compare to other HVAC contractors?

Our prices are the best in town on comparable efficiency products. We buy in truckload quantities thereby reducing our costs. This allows us to offer the best products on the market at the best price in town.

5. Will I really save money on my monthly utility bills?

95% of all the systems we install are high-efficiency systems. Our customers often save up to 50% on their operating costs.

6. Do you provide financing?

Because of our status as a Premier Lennox and a Trane Comfort Specialist dealer, Brackett Heating and Air can provide very attractive financing options that enable you to upgrade your aging system to a modern high-efficiency model.

Call us to find out more about how we can help. (812) 476-1138

7. How long will it take to install my new equipment?

- Our professional installation team prides themselves on making the most of your time.
- Our average installation time is a full workday.

8. Do you offer any rebates and who fills out the paperwork?

- We offer several outstanding rebates guaranteed to make a big impact on the cost of a modern system -- including some from Vectren.

The rebates depend on the model you select, but the paperwork is always completed and submitted by us on your behalf – so you don't have to worry about finding the right model or serial numbers. We take care of that so you spend your time thinking about



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what you're going to do with the money you're saving.

9. Do you have someone available to answer my calls 24/7?

- No one wants to call with an emergency and reach an answering service, or worse yet – voice mail.

A “knowledgeable” person will answer your call 24hrs a day, 7 days a week, 365 days a year.

- Anytime – Any day – Brackett will be available to respond to emergencies or concerns about your system.
- We didn't use robotic voice mail when our business started in 1949, and we're not about to start now.
- Our customers have always been our top priority and we believe in being there for them.

10. Do you offer Warranties?

Yes! All of our products come with specific manufacturer warranties, varying with each model.

11. If my furnace or air conditioner doesn't work, how quickly can I get service?

We'll be there the same day you call.

12. If my furnace or air conditioner needs a part, how long will I have to wait for it?

We maintain a fully stocked parts warehouse and carry most parts on all of our trucks.



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13. Who will supervise my system installation?

One of the owners will be directly involved in the installation. The owners provide their cell phone numbers so that you can call them directly if you have questions.

14. Am I getting the best equipment available on the market?

Lennox and Trane carry one of the highest SEER ratings on the market today. With a higher SEER rating you achieve greater energy savings . . . and that means more money in YOUR pocket!

15. What is the exact SEER rating of the A/C unit you'll install and how much better is it than the one I have?

That is an excellent question! We'd be happy to schedule a time to inspect your existing unit and provide you with a detailed cost analysis of the difference a new high-efficiency system would make to your pocketbook.

Call us to schedule a time for us to visit and investigate your existing system.

16. How can I be sure the equipment you're recommending will achieve the efficiency you claim it will?

We print out and provide you with an efficiency certificate from AHRI, an independent nation-wide rating company recognized by Vectren and all HVAC companies.

17. If I have problems with my new system, will you provide customer support?

You bet we will! Our knowledgeable and friendly staff are able to answer all of your questions. Even after hours, we always have a serviceman on-call to answer.



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18. Do you provide maintenance on the equipment you install?

We provide a maintenance program called “Planned Service.” From experience, we know that this economical maintenance program saves our customers from suffering expensive and untimely breakdowns. Plus, it keeps their equipment functioning properly so they continue to regularly save the most money on their energy bills.

We recommend the annual two-trip-a-year maintenance and believe in it so much we back it up with an extended 5-years labor guarantee on all equipment we install.

19. How frequently should I have my existing equipment serviced?

- To keep your existing or new equipment operating at top performance (and therefore minimal cost), we recommend having your units serviced once a year.
- Regular servicing also preserves your system’s warranty since most manufacturers require maintenance to be performed regularly by a licensed professional.
- For your convenience, we offer a no-hassle Planned Service that’s highly cost-effective and guarantees your equipment runs the way it should. Call us today to schedule your appointment.

20. Do you clean up and haul away the old equipment?

- We recover the old refrigerant according to EPA regulations.
- We haul away the old equipment and clean up the work area when we’re finished.
- And it’s a small thing, but we always wear shoe covers when entering your home.