



In-Home Comfort Consultation Expectations:

Now that you've set an appointment to meet with one of our Comfort Consultants to properly determine how we can best meet your needs, we would like to provide you with an overview of what you can expect during the appointment.

- Upon arrival, the Comfort Consultant will briefly discuss with you the scope of work to ensure a clear understanding of your project.
- After discussing your needs, the Comfort Consultant will want to see the locations where all desired work will take place, so that the necessary pictures and measurements can be taken for clear communication with our installation department.
- After the scope of work is discussed, photographed and measured, the Comfort Consultant would like to sit down with you to discuss the different products we carry that would be appropriate for your project.
- After thoroughly explaining our installation techniques and product line, it is a written policy of the US Department of Energy, the EPA and all equipment manufacturers that we perform a room by room heat loss and heat gain (also referred to as a "load calculation"), to ensure that your system is sized according to recognized design standards.
- After determining the proper size system for your home, a detailed printed proposal will be prepared with three system options and all accessories that are offered by our company. This is also a great opportunity for the Comfort Consultant to address all of your questions you may have.

We appreciate the opportunity to provide you with a proposal for your project and thank you for your time.

We also encourage you to evaluate our proposal and company point by point against our competitors, and also to ensure that your envisioned project is without surprises & on budget.