

DO HOMEOWNERS LOVE THEIR CONTRACTORS
AS MUCH AS THEY LOVE THEIR COMFORT?



Emerson surveyed homeowners about their HVAC systems and their contractors. What emerged was their love for comfort.

Homeowners who love their contractors...



81%

Take the advice of their contractor seriously



88%

Were educated about high efficiency systems



70%

Say their systems keep them comfortable year round



85%

Are satisfied with their system overall

Great service leads to great relationships

47%

of satisfied homeowners who recently bought a new HVAC system relied on references from friends and family



Homeowners are more satisfied with contractors who also do diagnostics

NEARLY 50%

of contractors used by happy homeowners are authorized dealers of the HVAC manufacturer

Satisfied homeowners do their homework

53% used a local contractor as their source for research

They're more likely to be familiar with government regulations and terms like ENERGY STAR®, SEER and HSPF

21% consulted the AC & Heating Connect website

They also know the specifications of their current system

To learn more, visit AC-HeatingConnect.com.