Emerson Climate Technologies surveyed homeowners about their air conditioning 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 make them completely 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 contractor references from friends and family
- Homeowners are more satisfied with contractors who also do diagnostics, such as inspection of ductwork, measurement of the R-values, etc.
- Nearly half 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
- 21% consulted the AC & Heating Connect website
- They are more likely to be familiar with government regulations and terms like Energy Star, SHARE, and HSP
- They also know the specifications of their current system

For the results of Emerson's survey of homeowners, visit AC-HeatingConnect.com