

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



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-value, 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



They are 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



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



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