

# AMERICAN STANDARD CUSTOMER SATISFACTION SURVEY INSTALLATION FEEDBACK

## B and B Refrigeration, Heating and Cooling - 5490

Customer:	Walt C [REDACTED]	CSS Score:	100
Address:	[REDACTED] [REDACTED]	Referral:	Definitely Would
Phone:		Submitted:	6/19/2013
Work Completed:	6/14/2013	Responded:	7/8/2013
Technician:	Aaron Jake	Survey Ref#:	0004408739

Thank you for your commitment to customer satisfaction. Please contact your distributor if you have any questions regarding this report.

### SURVEY RESULTS:

### CUSTOMER RESULTS:

**CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.**

1. How would you rate your satisfaction with the contractor personnel in the following areas?

a. Overall Satisfaction	Very Satisfied	10
b. Prompt	Very Satisfied	10
c. Courteous and Friendly	Very Satisfied	10
d. Took Time to Understand My Needs	Very Satisfied	10
e. Knowledgeable	Very Satisfied	10
f. Kept My Home Neat and Clean	Very Satisfied	10
g. Explained the Operation & Maintenance	Very Satisfied	10
h. Explained Equipment and Labor Warranties	Very Satisfied	10
i. Completed the Work in a Timely Manner	Very Satisfied	10
j. Answered Questions to My Satisfaction	Very Satisfied	10

**Total Customer Satisfaction Survey Score: 100\***

2. Would you recommend the contractor to your friends or family? Definitely Would

3. What factors were important to you in selecting an American Standard system? (select all that apply) American Standard Reputation, Warranty, Recommendation, Reliability

4. How did you find the contractor? Recommendation

5. Did the contractor offer you:

- |  |     |
|--|-----|
| a. Multiple energy efficiency options?                 | Yes |
| b. Financing options?                                  | No  |
| c. American Standard Optional Extended Warranty?       | Yes |
| d. Service or Maintenance Agreement?                   | Yes |
| e. Nexia home Intelligence?                            | No  |
| f. American Standard AccuClean™ air filtration system? | No  |

6. Please share any additional comments or describe in your own words your overall experience.

Customer comments:

I would highly recommend B and B HVAC company. When the unit was installed it worked for a few hours then stopped cooling. I immediately contacted B and B after hours and spoke with a representative. The owner of the company came out the next morning to identify the problem. Additional R410 was added to the unit and it worked for one day. I contacted B and B and advised the unit, once again, was not cooling and the owner's son arrived the next am to work on the unit. The unit worked for a day then quit cooling. The owner's son returned and spent over two hours trying to identify the problem. The unit worked for only a few days. When I contacted B and B, it was after normal work hours and the day before a holiday. Within 15 minutes of my phone call, the owner's son arrived to diagnose the problem while the unit was not working. It was determined the computer board and a solenoid needed to be replaced. Early the next am, the parts were replaced and the unit has worked flawlessly. Each time a representative from B and B came out to fix the problem, they were professional, courteous and extremely apologetic. Their customer service was above and beyond what I expected. In my opinion, B and B HVAC has set the industry standard for what customer service should be.