

AMERICAN STANDARD
CUSTOMER SATISFACTION SURVEY
INSTALLATION ALERT
B and B Heating and Cooling - 5490

Customer:	Malcolm C [REDACTED]	CSS Score:	50
Address:	[REDACTED] Linn Creek, MO 65052	Referral:	Probably Would Not
Phone:		Submitted:	6/17/2009
Work Completed:	5/21/2009	Responded:	7/15/2009
Technician:	Aaron Tony	Survey Ref#:	0002766363

Thank you for your commitment to customer satisfaction. Please call the survey center at (877) 29-AMSTD if you have any questions regarding this report.

Please respond quickly to your customer. Your customer indicated that they probably or definitely would not recommend your dealership and/or your customer satisfaction survey score is below 90.

SURVEY RESULTS:

1. Primary reason for purchasing?
2. What sources did you use to obtain information about American Standard's heating and air conditioning systems?
3. Important factors for selecting system?
4. How did you find the contractor?

CUSTOMER RESULTS:

- Home Renovation
- Heating and Air Conditioning Contractor
- Good Value for Money, Reliability
- Previous Experience

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

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

a. Overall Satisfaction	Satisfied	9
b. Prompt	Neutral	5
c. Courteous and Friendly	Satisfied	9
d. Took Time to Understand My Needs	Neutral	5
e. Knowledgeable	Neutral	5
f. Kept My Home Neat and Clean	Satisfied	9
g. Explained the Operation & Maintenance	Dissatisfied	1
h. Explained Equipment and Labor Warranties	Dissatisfied	1
i. Completed the Work in a Timely Manner	Neutral	5
j. Answered Questions to My Satisfaction	Dissatisfied	1

Total Customer Satisfaction Survey Score: **50***

6. Would you recommend the contractor to your friends or family? **Probably Would Not**

7. Did the contractor offer you options that could improve the air quality in your home? No
8. During the in-home consultation, did the contractor:
- a. Ask if there are any uncomfortable rooms that are too hot or too cold? No
 - b. Ask about your typical thermostat settings in the summer and winter? No
 - c. Ask if you are concerned about the humidity level in your home? No
 - d. Measure and evaluate the type of window/doors/insulation in your home? Yes
 - e. Inspect the ductwork in your home? Yes
 - f. Provide an American Standard product brochure? Yes
 - g. Provide a written proposal or cost estimate? Yes
9. Did the contractor offer you:
- a. Multiple energy efficiency options? No
 - b. American Standard AccuClean™ air filtration system? No
 - c. Financing options? No
 - d. American Standard Optional Extended Warranty? No
 - e. Service or Maintenance Agreement? Yes
10. Did the contractor conduct a post-installation follow-up and address any questions? No
11. Please share any additional comments or describe in your own words your overall experience.

Customer comments:

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

Different size unit than was recommended by electric company, + was agreed upon in contract agreement.

Load calculation was performed and general contractor of the remodel agreed to the equipment size. Homeowner was reminded of our satisfaction guarantee if the unit doesn't perform adequately and there has been no further contact as of 03/2014



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