

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

<b>Customer:</b>	Gary M [REDACTED]	<b>CSS Score:</b>	94
<b>Address:</b>	[REDACTED]	<b>Referral:</b>	Probably Would
<b>Phone:</b>	[REDACTED]	<b>Submitted:</b>	07/11/2008
<b>Work Completed:</b>	06/17/2008	<b>Responded:</b>	08/13/2008
<b>Technician:</b>	Aaron Todd	<b>Survey Ref#:</b>	0002338099

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.

**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?

**CUSTOMER RESULTS:**

- Breakdown of the Previous System  
Other
- Quiet Operation, Energy Efficiency, Reliability

4. How did you find the contractor? 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	Very Satisfied	10
c. Courteous and Friendly	Satisfied	9
d. Took Time to Understand My Needs	Satisfied	9
e. Knowledgeable	Very Satisfied	10
f. Kept My Home Neat and Clean	Satisfied	9
g. Explained the Operation & Maintenance	No Answer	
h. Explained Equipment and Labor Warranties	No Answer	
i. Completed the Work in a Timely Manner	Very Satisfied	10
j. Answered Questions to My Satisfaction	No Answer	

**Total Customer Satisfaction Survey Score:**

**94** \*

- 6. Would you recommend the contractor to your friends or family? Probably Would**

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- |   |           |
|---|-----------|
| 7. Did the contractor offer you options that could improve the air quality in your home?        | No Answer |
| 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 Answer |
| b. Ask about your typical thermostat settings in the summer and winter?                         | No Answer |
| c. Ask if you are concerned about the humidity level in your home?                              | No Answer |
| d. Measure and evaluate the type of window/doors/insulation in your home?                       | No Answer |
| 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?  | Yes       |
| b. American Standard AccuClean™ air filtration system?  | Yes       |
| c. Financing options?   | No Answer |
| d. American Standard Optional Extended Warranty?  | No Answer |
| e. Service or Maintenance Agreement?  | No Answer |
| 10. Did the contractor conduct a post-installation follow-up and address any questions?         | No Answer |
| 11. Please share any additional comments or describe in your own words your overall experience. |           |

Customer comments: