

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

Customer:	John D [REDACTED]	CSS Score:	94
Address:	[REDACTED]	Referral:	Definitely Would
Phone:	[REDACTED]	Submitted:	09/29/2008
Work Completed:	09/18/2008	Responded:	10/07/2008
Technician:	Tony	Survey Ref#:	0002453376

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
Heating and Air Conditioning Contractor
- Other
- Recommended by Friend

4. How did you find the contractor?

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	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	Neutral	5
h. Explained Equipment and Labor Warranties	Satisfied	9
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:

94*

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

Definitely 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 |
| 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? | No |
| e. Inspect the ductwork in your home? | No Answer |
| f. Provide an American Standard product brochure? | No |
| 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? | No |
| c. Financing options? | No |
| d. American Standard Optional Extended Warranty? | No |
| e. Service or Maintenance Agreement? | No |
| 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: