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

Customer:	**John S[redacted]**	**CSS Score:**	**95**
Address:	[redacted]	**Referral:**	**Definitely Would**
	[redacted]	**Submitted:**	**12/23/2011**
Phone:		**Responded:**	**1/9/2012**
Work Completed:	**12/20/2011**	**Survey Ref#:**	**0003883751**
Technician:	**Aaron**		
	Jake		

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:	**CUSTOMER RESULTS:**
1. Primary reason for purchasing?	Breakdown of the Previous System
2. What sources did you use to obtain information about American Standard's heating and air conditioning systems?	Other
3. Important factors for selecting system?	American Standard Reputation, Good Value for Money, Warranty
4. How did you find the contractor?	Previous Experience, Recommended by Friend, Other

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	**Satisfied**	**9**
e. Knowledgeable	**Satisfied**	**9**
f. Kept My Home Neat and Clean	**Very Satisfied**	**10**
g. Explained the Operation & Maintenance	**Satisfied**	**9**
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	**Satisfied**	**9**

Total Customer Satisfaction Survey Score: 95*

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

* For more information on how score is calculated, consult the help area on main menu.

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 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?	No Answer
f. Provide an American Standard product brochure?	No Answer
g. Provide a written proposal or cost estimate?	No Answer
9. Did the contractor offer you:	
a. Multiple energy efficiency options?	Yes
b. American Standard AccuClean™ air filtration system?	No
c. Financing options?	No Answer
d. American Standard Optional Extended Warranty?	Yes
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:

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