

Vincent's Heating & Plumbing's Communication Audit

Disatisfaction is the gap between two differing sets of expectations. This communication audit is to bridge any gaps of what you should expect of Vincent's Heating & Plumbing and thereby make this a satisfying experience for both parties. The following considerations describe potential limitations you should be aware of when installing newer heating or cooling systems. They are universal constraints that you should be aware of when new equipment is installed.

Heating

Cooling

1	Noise may be a consideration in your choice of a new furnace, especially if it is located in the living area. Basement installations typically are not a concern.	In order to provide the best comfort for the majority of the time, air conditioners are designed to maintain a maximum of 20 degree difference from the outside temperature.
	To meet the manufacturer's design requirements of high efficiency furnaces, and to achieve maximum comfort, a properly sized system will run longer than your current unit. The longer running time will not create higher gas bills, but it will provide better comfort. Unless the new unit is a variable speed system, all new furnaces do have an additional fan and have the potential to use more electricity.	An air conditioner that has been sized for maximum humidity control and comfort will seem to run continuously in extreme weather and will not have a quick cool-down on first start up. However, increased running time, using less electricity will reduce the number of cycles and cause less wear on the unit.
	Since many older thermostats may be as much as 5 degrees off, to obtain the same comfort level you may find the more accurate thermostat needs to be set at a higher temperature.	Older wall registers designed before home air conditioning was popular, will require magnetic attached scoops during cooling in order to cool the home since cold air will not rise off the floor.
	Equipment located in a crawlspace will be disconnected and left to one side in the crawl space.	Without automatic zoning, second story rooms typically will be between 7 - 13 degrees hotter than the main floor. Additions that have been added after the house was built will typically not cool evenly as well.
	Additions that have been added after the house was built will typically not heat or cool evenly without utilizing a zoning system.	By code all new AC installations must be wired by a licensed electrician. The electrician we use will wire the new system a day or so after the installation.
	New furnaces have higher capacity blowers that will dislodge existing dirt or dust upstream of an air cleaner, if not removed by duct cleaning.	Moisture removal is a major source of energy usage when air conditioning. Things that put additional moisture in the home like hanging laundry to dry indoors or opening windows after rainstorms will directly affect the running time of the system.
	Using a humidifier to obtain humidity levels over 35% may require constant blower circulation.	Only the condensor fan opening should be covered in winter.
	Heating or Cooling: The performance of your new furnace or air conditioner is limited by the adequacy of the ductwork that it connects to. To be certain that your new system will perform as you expect you may need to correct or renovate your ductwork. A HeatMaxx or CoolMaxx procedure can determine the adequacy of your ductwork. HeatMaxx ____% CoolMaxx ____%. I have been informed about the system performance limits - <i>Client signature:</i>	Whole house attic fans should be covered and insulated when using air conditioning since the metal louvres allow additional heat and humidity into the home.
		Air conditioners with air handlers may be subject to the condensation described in the Excessive Humidity section. An HRV (Heat Recovery Ventilation) unit is recommended to dehumidify the air in the cold weather months.

Homeowner: I have read and understand the above concerns and limitations: _____

Excessive Humidity Disclaimer

- 2 If there is excessive humidity in your home, condensation may occur in cold weather on windows and in ductwork in unheated areas (attics, crawlspaces). If this occurs, as evidenced by moisture on the windows or from the ductwork, the homeowner is responsible for controlling the humidity level. Vincent's Heating & Plumbing has no control of the humidity level within your house and is not responsible for any consequential damage that may occur. The homeowner acknowledges and is hereby made aware of the possibility of this problem and the potential responsibility for addressing any excessive humidity problem. I have received the fact sheet concerning Causes of Moisture in a House.

_____ Date _____

- 3 In order to assure maximum satisfaction and complete understanding of the new system, you will need to be present when the installation is completed and when the Satisfaction Assurance review is performed. (Customer Initials _____)
- 4 At the start of the job, the lead installer will expect to receive any downpayment. At the end of the job, he will expect to receive the final payment or any needed financing signatures. If you have to leave and are unable to be present when the job is complete, the technician will need you to finalize the payment matters before you leave. (Cust. Initials _____)

Acceptance and Authorization

I accept the proposal and terms for the job to be performed as described on the reverse side of this page. I agree to pay Vincent's Heating & Plumbing, Inc. (VHP) the Total that I have initialed on the reverse side.

Customer: _____ Date _____ VHP _____ Date _____