

UNDERSTANDING WHAT TO ASK WHEN COMPARING HVAC



KNOW THE RIGHT

When comparing HVAC Installation Proposals for a new or replacement residential HVAC installation, it is important to ask the right questions of the installing company to ensure you are receiving the highest quality design and installation. You deserve superior comfort and air quality for your family. In order to make an informed decision, here are 8 Very Important Questions to ask of every HVAC company that you are considering.



WHAT IS MOST IMPORTANT FOR YOU AND YOUR FAMILY?

Choosing the right HVAC Company to partner with is one of the most important decisions you can make for your family. Your indoor air quality will affect your family's quality of life for years to come.

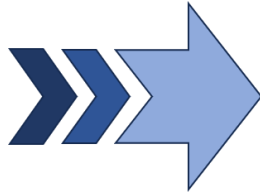


Mitchell Heating & Cooling

Quality Products & Services, On Time, From a Family You Trust

4805 Rogers Road Rolesville, NC 27571
919.556.5069 MitchellHVAC.com

QUESTION ONE



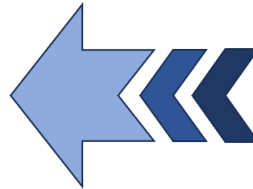
Are You Performing a Detailed Room-by-Room ACCA Manual J Load Calculation to Ensure the HVAC System and Ductwork are Properly Sized and Designed?



ACCA Manual J Load Calculations are required by law in the state of North Carolina for proper design of ductwork and airflow for installation of all new or replacement HVAC systems. Mitchell Heating & Cooling will be doing a Room-By-Room Load Calculation to ensure proper consistency in the comfortability of each individual room of your home and proper duct sizing. It is also a requirement of ACCA ANSI-approved QI Certified Installations. Unlike block load calculations that only calculate your home as a whole, the room-by-room calculation performed by Mitchell Heating & Cooling takes into account each individual rooms comfort concerns as it relates to your home.*

**Air Conditioning Contractors of America, American National Standards institute*

Please Explain How You Will Calculate the Proper Size for My New System.

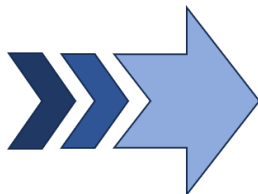


QUESTION TWO

It is important to have a trained HVAC System Designer and an ACCA Certified software, such as Wrightsoft used by Mitchell Heating & Cooling, to calculate all the variables of your specific home: year built, insulation types, window size, home orientation, specific use of each room, vaulted ceilings, and crawlspace, along with numerous other variables. A Certified HVAC Load Calculation program helps ensure the best optimization for every aspect of your home. Certified computer calculations meet North Carolina requirements and far exceed block loads calculated by hand.



QUESTION THREE



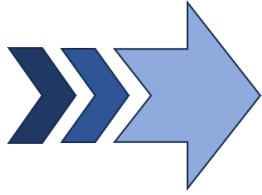
Do You Follow ACCA Manual J and ASHRAE Standards for New System Calculations?



ACCA Manual J and Manual D are the industry calculation standards (required by law) for proper equipment sizing, ductwork sizing, and air flow design for new and replacement Residential HVAC system installations. Manual J calculations take into account how many windows or entryways are in the building, how many people use each room and what other appliances in the building can produce or absorb heat. Mitchell Heating & Cooling's Detailed Room-by-Room calculation using a certified software (as mentioned in Question Two) meets or exceeds ACCA and ASHRAE standards; to best determine the proper HVAC load requirements of your home to meet your family's specific comfort concerns.*

**American Society of Heating, Refrigerating and Air-Conditioning Engineers*

QUESTION FOUR

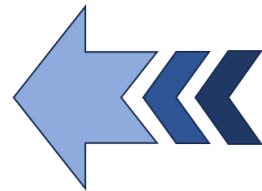


Does my existing duct design require Additional Supply and/or Return ducts for My New System, as indicated by ACCA Manual D and the Grill or Register Manufacturers?



ACCA Manual D is the industry required design standard for supply and return air design; in conjunction with the Manufacturer's Engineering Data. This is why Mitchell Heating & Cooling only uses Wrightsoft's Manual D Duct Design with Hart & Cooley supply register and return grill engineering data to ensure that our HVAC Duct Designs are perfectly in agreement with state laws and industry standards.

Will You Provide Manufacturer's Warranty Registration of All of My New HVAC Equipment After Installation?

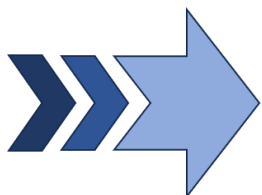


QUESTION FIVE

Most equipment manufactures provide extended limited warranties when equipment is registered within 60 - 90 days of installation, or when a newer home is sold. So as a courtesy to our homeowners, Mitchell Heating & Cooling provides registration of all installed equipment at the time of installation. This guarantees our homeowners receive the Trane 10 Year to Lifetime Limited Warranty on all newly installed equipment.



QUESTION SIX

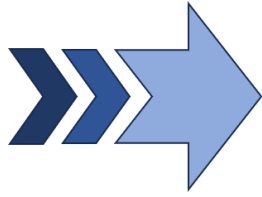


Will You Provide a Line-by-Line Itemization of All System Aspects, Inclusions, and Exclusions in Your Written Proposal?



Honesty and integrity are quintessential in the HVAC industry! This is why Mitchell Heating & Cooling provides a detailed line-by-line itemized proposal, in full transparency to our homeowners, of everything included in our proposal. We take great pride in providing our homeowners full disclosure and understanding in what we deliver in our installation – something a simple price quote, and online estimate, or a business card with a hand written price does not provide. Mitchell Heating & Cooling is focused on honesty and integrity providing Quality Products & Services, On Time, From a Family You Trust!

QUESTION SEVEN



Do You Meet ACCA and ANSI QI (Quality Installation) Standards for All of Your HVAC Installation?

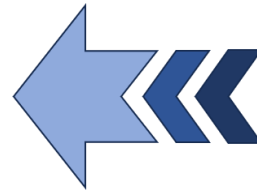


*“ACCA’s ANSI-approved quality standards have been **adopted by utilities, government agencies, manufacturers and others nationwide** because these are the **only** standards that show how to make buildings truly energy efficient while ensuring occupant comfort.”*

—ACCA: <https://www.acca.org/standards/quality>

All of Mitchell Heating & Cooling’s installations meet all ACCA and ANSI-approved installation QI standards.

Do You Provide a Quality and Value Price Match Guarantee on Your Proposals?



QUESTION EIGHT

As a Premier Level Trane Comfort Specialist, Mitchell Heating & Cooling Provides Trane’s industry exclusive 100% Performance Guarantee with a full moneyback promise; along with the Mitchell Heating & Cooling’s exclusive 100% Best Value Price Guarantee against all competitor’s line-by-line itemized proposals. We are so confident in our quality and service that we will match all other competitor’s initial line-by-line itemized proposal price.

**Ask your Mitchell Heating & Cooling Comfort Consultant for details*



Why Use Mitchell Heating & Cooling?



- ❖ Serving the Community for Over 52 Years!
- ❖ Over 1,600 5-Star Reviews on Google!
- ❖ Award Winning Premier Level Trane Comfort Specialist Dealer!
- ❖ 100% Financing Available on **ALL** New Installations!
- ❖ 100% Quality Control Audits on All Installation!
- ❖ Best Value Price Guarantee!

Qualified Beyond All Competition!