

The Heating and Air Conditioning Contractors Standards Guide

For Ottawa Area Homeowners



**Make Informed Decisions When You Choose
A Heating and Air Conditioning Professional So That
You Don't Have To Pay For Their Mistake Later.**

Guide Provided by JD Swallow Heating Contracting Inc. Ottawa, Ontario, Canada



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There Are Always, **ALWAYS**, Multiple Ways Of Fixing Any Heating Or Cooling Problem—Ranging From Band-Aid Fixes To Full Scale, “Performing Like New” Services...

Yet Most Technicians Pretend That There’s Only ONE EXPENSIVE Fix, And Use Pressure and Fear To Make You Pay.

If you’re like most people, then you’re not necessarily a heating and cooling professional. You figure that most professionals are about the same, and so you end up choosing a technician without knowing a lot about them.

That can be costly: a wrong decision can cost you hundreds or even thousands of dollars in additional repairs and energy bills.

This Guide Takes Just A Few Minutes To Review—
And It Can Save You **Hundreds or Even Thousands of Dollars**

Most people choose a heating and air conditioning contractor based on a few factors:

- How soon they can arrive
- The price of service
- A friend referred the service



Winner of the 2016 Best Contractor to Work for Award
Top rated technicians appreciate working for
a service that's 100% about INTEGRITY.

While these factors are important, they don’t go nearly far enough to check the credibility and competency of the contractor. After all, you’re going to rely on the technician’s expertise to help you save energy and live comfortably for the next ten years.

Use This Guide To Ensure That You Don’t End Up Wasting Your Money

The most common problems people experience with heating and air conditioning contractors include:

- Pressure Sales
- Bait & Switch Pricing
- Poor Workmanship
- Not Insured or Under-Insured
- Late Arrival
- Don’t Have The Parts
- Here Today, Out Of Business Tomorrow
-



To know FOR SURE that the company you’re hiring is going to perform at a superior level, consider five specific areas: **Options & Price, Stability, Reputation, Professionalism, and Workmanship.**

We call these guidelines the “Code of Ethics & Competency for Consumer Protection.”

An elderly couple, a woman with short grey hair and glasses, and a man with short grey hair, are sitting on a light-colored couch. They are both looking down at a large white sheet of paper that the woman is holding. The background is a bright, out-of-focus indoor space with large windows and greenery outside.

OPTIONS & PRICE

Question: How Much Should You Pay For Your Service?

Save Money By Knowing How Some People Get Tricked Into Buying Unnecessary, Higher Priced Parts & Services

Here's What To Look For:

Make Sure You're In Control: There are different ways to solve every heating and air conditioning job. There are ways to provide a "band aid" fix that get your unit back up and running, and there are full-scale system renovations that can really rejuvenate your system. Don't let any technician tell you that there's just one (expensive) way to fix your problem.

Beware Scare Tactics: A lot of technicians can earn more money if they get you to pay more. So, they tell you that you simply have to do what they tell you to do, and pay what they tell you to pay. They'll tell you to trust them... after all they're the professional. Don't fall for it! Be sure to make an informed decision after weighing your options.

They Are Punctual: If a contractor truly respects your time, they will strive to be punctual. At J. D. Swallow, we value your time so much that we will even pay you for being late. However, don't plan on getting additional cash that way – we're almost ALWAYS on time!



STABILITY

**Question: Why Should I Care How Long
A Business Has Been Around?**

Be Sure Your Service Company Isn't Going To Be Out Of Business Next Month

When you invest in anything with a warranty (like a furnace or air conditioner) you want to be sure that the business you buy from will be around to back up your warranty. You need to make sure that any contractor you do business with has proven themselves in the past, and will be there if you need them in the future.



Be sure to choose
a business that's
going to be
around to back up
your warranty.

Stability: Don't just ASK the contractor if they are stable; look for tangible proof of longevity and financial stability by insisting on the following:



Longevity: Too many people end up hiring a contractor, only to find that when they call for help on their warranty, the company is out of business! We've been in business for about four decades, and we plan to be here forever!

Professional: If a contractor is working out of a pickup truck, that's not a good sign.

Bank Letter: The company you choose should be able to produce a letter signed from their bank's president stating his/her opinion of the contractor's financial stability.

Manufacturer Letter: Signed letters from suppliers should be produced stating that the business pays its bills on time, as well as how long they've had a relationship.

Insurance Certificate: Insist on actually seeing a current insurance certificate with **at least \$1 million in liability coverage**. (At J. D. Swallow, we carry \$5 Million!)

Contractor's License: As simple as it seems, as many as one third of all contractors don't have one.

CSIQ **CERTIFICATE OF LIABILITY INSURANCE**

This certificate is issued as a matter of information only and confers no rights upon the certificate holder and imposes no liability on the insurer. This certificate does not amend, extend or alter the coverage afforded by the policies listed below.

1. CERTIFICATE HOLDER - NAME AND MAILING ADDRESS
J.D. Swallow Heating Contractors Inc.
2700 Kingston Road
Scarborough, Ontario M1T 2T9

2. INSURER'S FULL NAME AND MAILING ADDRESS
The Commercial Union Assurance Co. Ltd.
100 King Street West
Toronto, Ontario M5X 1C5

3. DESCRIPTION OF OPERATIONS/LOCATIONS/AUTOMOBILES/SPECIAL ITEMS TO WHICH THIS CERTIFICATE APPLIES (See policy with respect to the definition of Restricted Contracting and non-Restricted Contracting)
General Contracting

4. COVERAGE
This is to certify that the policies of insurance listed herein have been issued by the insurer named above for the policy period indicated and understanding that requirements, terms, conditions and exclusions of any contract or other documents with respect to which this certificate may be issued or may apply. The insurance afforded by the policies described herein is subject to all terms, conditions and exclusions of such policies.

TYPE OF INSURANCE	INSURANCE COMPANY AND POLICY NUMBER	EFFECTIVE DATE (YYYYMMDD)	EXPIRY DATE (YYYYMMDD)	COVERAGE	AMOUNT OF COVERAGE
<input checked="" type="checkbox"/> General Liability	General Liability Insurance Company	2015/01/01	2016/01/01	Commercial General Liability, Public and Products Liability, Contractual Liability, Personal and Advertising Injury, Fire and Theft, Fidelity and Bond, Professional Liability, Directors and Officers Liability, Employment Practices Liability, Cyber Liability, and Non-Physical Damage Liability.	\$5,000,000
<input checked="" type="checkbox"/> Automobile Liability	Open Mutual Insurance Company	2015/01/01	2016/01/01	Automobile Liability, Non-Owned Automobile Liability, and Hired Automobile Liability.	\$5,000,000
<input checked="" type="checkbox"/> Workers' Compensation	Open Mutual Insurance Company	2015/01/01	2016/01/01	Workers' Compensation, Sickness, and Death Benefits.	\$5,000,000
<input checked="" type="checkbox"/> Other Liability	Open Mutual Insurance Company	2015/01/01	2016/01/01	Other Liability, including but not limited to, Professional Liability, Directors and Officers Liability, Employment Practices Liability, Cyber Liability, and Non-Physical Damage Liability.	\$5,000,000

5. ENDORSEMENTS
Endorsement 1: The above described policies are provided under the auspices of the insurer named above. The insurer hereby certifies that the policies described herein are in full force and effect and that the coverage described herein is not subject to any conditions, exclusions or limitations of any kind.

6. ADDITIONAL INSURED NAME AND MAILING ADDRESS
None

7. CERTIFICATE AUTHORIZATION
Insured: J.D. Swallow Heating Contractors Inc.
Authorized Representative: Scott Dauncey
Date: July 20, 2015





REPUTATION

Question: With so many heating and air conditioning services, how can I tell which ones have a truly great reputation?

A Business's Reputation Is the Cumulative Effect Of All They Do—It Starts With A Foundation of Personal Integrity, And Reverberates Through Every Level Of Service

Reputation: You can tell a great deal about a contractor service from what others say about them. However, it is not enough to just ask a few references. Instead, insist that a contractor show you the following:

Better Business Bureau Letter: Make sure they are in **current good standing with no outstanding issues.** 

Memberships: The contractor should be a member of local organizations such as the Chamber of Commerce and various professional organizations and/or other local associations.

Customer References: A reputable contractor will have a complete list of all jobs done for at least 5 to 10 YEARS. Ask for references.

Accolades: The contractor should produce copies of any articles written about them and/or any awards they've won. Lack of these type of accolades should be a major warning sign.





PROFESSIONALISM

Question: Is there any real difference between the way that heating and air conditioning services will treat me?

Know How To Recognize When A Service Is Only Focused On Getting Your MONEY—Instead, Choose Someone Who'll Treat You With Such Honesty And Integrity, You'll Want Them To Be YOUR SERVICE COMPANY For Life

Professionalism: A good heating and air conditioning company doesn't just do good work; they also understand that the little things make a big difference. Here are some things to ask for up front to ensure that you get the best results:

Trust-Certified: This means that the owner and the individual workers pass a thorough drug test, criminal background check, driving record check, and that they will abstain from the use of alcohol, drugs, foul language, misconduct, or other bad behavior on the job site.

Solution Options: You should insist on seeing options that detail what the technician can do to solve your problem, with clearly defined prices that remove any chance of misunderstanding (or overcharging). Ask to see samples of bids before you start.

No Scare Tactics or Pressure Sales: Along with providing options, technicians promise to treat you with respect and not pressure you into a decision.

Jobsite Cleanup Roster: Technicians will clean up the area and ensure that you will not be exposed to dangerous materials or hazards.



WORKMANSHIP

Question: Aren't all heating and air conditioning "fixes" pretty much the same?

The Method Your Technician Uses To Repair Your Heating or Air Conditioning System Can Make All The Difference In Your Energy Bills, Personal Comfort, And Peace of Mind

Workmanship: Ultimately, any contractor has to be competent to do the job right the first time. Of course, YOU can choose if you want a Band-Aid fix or to invest in a full system restoration, but once you make that decision, you have to know that your technician will get the job done. Beware of shortcuts, and lazy fixes. Competence comes from training, experience, and good, old-fashioned hard work. As you evaluate a contractor, look for signs that they can do the job right the first time.

Jobsite Photos: Make sure you see a portfolio of photos of multiple jobs—and make sure the jobs were actually done by the contractor you're dealing with. Ask them to describe the jobs to you.

Warranties: The confidence a contractor has in his work is reflected in his warranties. **Make sure the warranties are in writing and are very detailed.**

International Comfort Products
Limited Warranty Certificate

Covered Products: Split System Air Conditioner and Heat Pump Products Smaller than 65,000 Btu/h Cooling Capacity (See Chart Below)

FOR WARRANTY SERVICE OR REPAIR:
Contact the installer or an International Comfort Products dealer. You may be able to find the installer's name on the equipment or in your Owner's Packet. You can also find an International Comfort Products dealer online at www.icpna.com.
For help, contact: International Comfort Products, Consumer Relations, P.O. Box 4800, Syracuse, New York, 13221, Phone 1-877-331-3906.
Product registration: You can register your product at: <https://productsupport.icpna.com>.

Fill in the installation date, model and serial number of the unit in the space provided below and retain for your records.

Model No. _____ Serial No. _____
Date of Installation: _____ Installed by: _____
Name of Owner _____ Address of Installation: _____

International Comfort Products ("ICP") warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of original installation and are for the duration, in years, indicated below. If a part fails due to defect during the applicable warranty period, ICP will provide a new or remanufactured part, at ICP's option, to replace the failed defective part at no charge for the part. Alternatively, and at the option, ICP will allow a credit in the amount of the then-current selling price for a new equivalent part toward the retail purchase price of a new ICP product. Except as otherwise stated herein, these are ICP's exclusive obligations under this warranty for a product failure. All warranties in this document are subject to all provisions, conditions, limitations and exclusions listed below and on the reverse of this document.

RESIDENTIAL APPLICATIONS
This warranty is for the original purchasing owner and subsequent owners only to the extent and as stated in the Warranty Conditions and below. The limited parts warranty period in years for residential applications, depending on the part and the claimant, is as shown in the table below.

No Heats (Replacement)* limited warranty - Available on qualifying models only, see chart below for list of covered models and duration of warranty. Available to original purchaser in owner-occupied single-family residential applications only, and is not available to subsequent homeowners. If the compressor or condenser coil fails due to defect during the applicable No Heats Replacement limited warranty time period, a one-time replacement with a comparable ICP unit will be provided. This one-time replacement warranty is in addition to the standard parts warranty. Proof of purchase and installation date will be required. No Heats Replacement warranty replacements are subject to review and verification by an ICP representative. The remaining balance of the original and a standard warranty will be transferred to the replacement unit. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below and on the reverse of this document.

Product Family	Warranty Period in Years	
	No Heats 1	Parts (Including Compressor and Coil)
CGAR, HCAR, TCGAR, CGAT, HCAT, TCGAT CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR	10	5 or 10*
CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR	5	5 or 10*
CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR	5	5 or 10*
CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR	5	5 or 10*
CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR	5	5 or 10*
CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR	5	5 or 10*
CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR	5	5 or 10*

Three-Phase Models

Product Family	No Heats	Compressor	Parts
CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR CGAR, HCAR, TCGAR, CGAR, HCAR, TCGAR	5	5	5

*This warranty is not available for units installed in commercial applications. If a unit is installed in a commercial application, the warranty period is 5 years for the compressor and coil and 1 year for all other parts. The warranty is to the original owner only and is not available for subsequent owners.

LEGAL REMEDIES: The owner shall notify the Company in writing, by certified or registered mail to ICP, of any defect or complaint with the product, stating the defect or complaint and a specific request for repair, replacement, or other correction of the product under warranty, within 30 days before pursuing any legal rights or remedies.

OTHER APPLICATIONS
For all applications other than residential applications, the warranty period is 5 years for the compressor and coil and 1 year for all other parts. The warranty is to the original owner only and is not available for subsequent owners.

TRUST IS EARNED.

**Go Ahead... Inspect Our Products.
Examine Our Workmanship. Scrutinize Our Reputation.**

In the Ottawa area, few companies can comply with all the standards of the Code of Ethics & Competency. JD Swallow has been serving the area for nearly four decades and upholds all of the standards listed above.

Want To See What We Would Recommend For You?

Call JD Swallow And Schedule A Time For Us To Inspect Your Heating Or Air Conditioning System—See What It's Like To Work With A Service That Lives Up To EVERY ONE of These Standards.

To experience service that lives up to JD Swallow's standards, please call **613 822 7974** or visit **www.JDSwallow.com**.



**JD Swallow Heating Contracting Inc.
14-2759 Fenton Rd.
Ottawa, Ontario, Canada**





CHECKLIST

How To Choose The RIGHT Heating & Air Conditioning Service

Use This Rating Checklist to Make Sure You Get the Job Done Right... The **FIRST** Time

Not all Heating and Air Conditioning companies are the same. Like anything else in life, some companies are better than others. The problem is you probably aren't a heating and air conditioning expert, so you don't even really know what to look for and what to avoid. Use this handy rating chart below to ask any company you're thinking about using how they stack up. And remember, any company that quotes you a price far below market value is probably doing so for a (not so good) reason.

● Avoid ● Be Careful ● Good ● Great

Price

Too many technicians are paid based on commissions. The more you pay, the more they make!

- System will start on fire unless you pay my high price - NOW!
- "We'll give you an estimate now ...it may change depending on what we find."
- Guaranteed price
- 5 choices to give you options for your budget

Service Hours

You need a time that's convenient for you.

- We'll get there when we get there!
- Call anytime 9AM - 5PM
- Call 9AM - 5PM ...after hours service costs EXTRA!
- Always ready to serve you, no extra fees for after hours

On Time Policy

Don't waste your time waiting!

- I should be there sometime today
- Your technician will arrive between 8AM - 1PM
- We'll be on time - or we'll call to reschedule
- Specific appointment times; we pay you if we're even one minute late.





CHECKLIST^{cont.}

How To Choose The RIGHT Heating & Air Conditioning Service

● Avoid ● Be Careful ● Good ● Great

Expert Technicians

Make sure the job's done right.

- I started this myself, I'm licensed
- I was required to pass a test
- Regular training and evaluations
- 3 hours a week, 52 weeks a year MANDATORY training in our in-house facility (90 minutes technical training, 90 minutes customer service)

Done Right Service Guarantee

Avoid re-do's, wasted time and money.

- If I have to come back, I'll charge you again
- We'll give you a discount if you have to call back
- One year guarantee on all repair services
- We do the job right. If there are any exceptions, we have a no questions asked 100% satisfaction policy for all repairs and installations

Insurance Protection

Make sure that you're covered. After all, what could ever go wrong?

- Verbally claims they're insured
- Has some insurance; No Worker's Comp
- Liability up to \$2 million & Worker's Comp
- At least \$5 million liability coverage, plus Worker's Comp