

You have a choice in Heating, Cooling and Plumbing Companies, Choose US...



400 Township Line Rd
Cheltenham, PA 19012

215 379-2197

contact@heathmechanicalservice.com

Comfort is one of the necessities of life...
Know what to expect from us any time you call.

A lot of companies "talk" service, but we put a brief explanation in writing.

This sheet will help explain...

- 1) **Why we are here...**
- 2) **What we're doing to your system**
- 3) **How we charge**
- 4) **How you can avoid (yes, avoid) unnecessary service calls.**
- 5) **What we expect**

Please know that my desire is to make sure we've handled your comfort needs promptly *and* to the best of our ability

1. Why we're here – Most calls are from customers or referrals (which we love!) and ads. From your call, we get a description of your problem or need. Then Doug Heath or a well-trained technician would be scheduled and dispatched with the parts and tools for a quick solution!

2. What we're doing to your system - Once we arrive, we may ask you questions to help us *pinpoint* the problem. Just like your doctor, we may ask you to describe your system's "ailment".

You may see us use various measuring, metering, or adjustment tools. (You're welcome to watch.) Your system is, well, *a system* of inter-dependent parts. If one breaks or underperforms, your entire system suffers...right along with your comfort.

3. How we charge – Service calls, tune-ups and maintenance are generally a set fee. For repairs, after we determine the problem you would be given the repair cost before we start the work. You either approve or decline. (Of course, if you

decline, charges to determine the problem may apply.)

Replacement or new systems are also figured using industry pricing guidelines.

Bottom Line: Unlike some others, you won't "guess" what your comfort will cost with us!

4. How you can avoid service calls – Don't get us wrong... we want to hear from you! But if we can save you from an unnecessary repair call (and the fee that goes with it) that's good for us both.

Dirty Secret - The *Number 1* reason for service problems is dirt and lack of maintenance! So a Seasonal Tune-Up is a smart way to avoid costly "mid season" repairs. Even better: Get on our automatic Maintenance Program.

5. What we expect from you is communication! Whether you like our work or not, let us know. We'd love to deliver satisfaction to your friends and neighbors, so spread the word!

Our goal is your goal: To perform the right diagnosis and procedure to get your system running smoothly again!

But if we mess up – and sometimes that happens – we want to make it right for you, so let us know. **We can't fix it if we don't know**, so please give us that opportunity. Your trust is too valuable to leave to chance.

