



Please fax or mail this to:
Installation Manager
Quality Heating & Cooling Company
11225 President Dr, Boise, ID 83713
Fax: 377-3989 Phone: 377-3555

To our esteemed customer, Julianne Teasdale Job # 14388

At Quality Heating and Cooling, we try very, very hard to provide you with the finest people and HVAC services money can buy. . . all at a reasonable price. In our efforts to fine tune our operation, we ask for our customers opinions. We will review your responses in this quality control questionnaire and get back to you if you so desire. Thank you in advance for your response!

When you chose us . . .

What most influenced your decision to buy from Quality Heating & Cooling?
You installed our original systems 10 yrs. ago + always gave excellent maintenance service

What product options, features, or services were the most important to you?
The new zoning

How would you best describe your sales representative?
Very knowledgeable, courteous & patient. Shane answered all my questions + made sure I understood the system.

The installation . . .
How would you best describe your installation experience? *Excellent! Kenny + Kelly were very efficient, courteous + knowledgeable. They were neat + conscientious*
In general . . . *about answering my many questions + they left my garage + house in good order - I did not have to clean up after them.*

Which employees most impressed you in our company? Why?
Beside Shane, Kenny + Kelly, I appreciate Ashley. She is always polite + efficient + got to the bottom of my computer issue.

What, if any, questions or unresolved issues would you like us to know about?
We are still waiting for a "plate" to cover holes in the master bedroom from the previous thermostat. When it arrives I'll retain the thermostat in the garage + the plate in the kitchen will be installed.

Were we . . . Punctual? Y N Clean and Neat? Y N Professional in appearance? Y N
Thorough? Y N Respectful? Y N Informative and helpful? Y N

Which services were you informed about?
Humidifiers? Y N Electronic Air Cleaners? Y N Service Discount Plan? Y N
Extended Warranties? Y N 24 Hr Service Department? Y N

If there was one comment you could pass on to the Quality Heating & Cooling owner, what would it be?
Wayne - You have great employees + I'm sure you know this! Keep up your excellent work & thank you for the excellent service you've given me since that day.