



Better Business Bureau

REPORT

Keep Your Cool: Trustworthy AC Repair Tips

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Slowly but surely, that famous Texas heat is returning and will be back in triple digits. It's important to be prepared in case you begin experiencing problems with your air conditioning unit or just need a preventative maintenance check.

According to energy.gov, furnaces and air conditioners need their filters cleaned and changed every couple of months. A dirty filter can also increase energy costs and damage equipment. Maintaining your home's heating and cooling systems can improve the overall air quality of your home, cut energy costs and help alleviate allergies.

If your AC needs a bit of work or isn't cooling properly, annual spring maintenance can help improve efficiency and prolong the life of your unit. In 2019, Better Business Bureau (BBB) received 2,800+ complaints regarding HVAC contractors nationwide. These complaints can range up to \$1,500 in financial loss and common issues deal with billing, the quality of workmanship or lack of proper permits.

As a homeowner, you should also always be on the lookout for red flags of unreliable businesses. BBB warns against these signs for untrustworthy AC Contractors or any other home improvement services:

- **Start with research.** Visit bbb.org to see a business's profile and check their complaint history and customer reviews. BBB Request-A-Quote is a tool allowing you to get fast quotes from accredited businesses. Ask for referrals from trusted people.
- **Verify licenses.** Often, low rated businesses in this industry don't have the proper licenses to do repair or installation work. Verify with Texas Department of Licensing and Regulation (TDLR.texas.gov/LicenseSearch) that they have updated licenses matching the business name.
- **Avoid high pressure tactics.** Typically, they might try this by offering you a great deal and saying its only good right then. In most cases, if a deal is good one day, it will be good the next. Be especially careful with door-to-door solicitors who might not be working with legitimate businesses.
- **Get everything in writing.** Another common complaint is warranty issues. Getting everything in writing can help your case if you find yourself in this situation. Get up to 3 estimates and make payment using reliable methods such as check or credit card.
- **Asks for a large upfront payment.** A typical payment schedule should follow the "Rule of Thirds." The first payment is given when signing the contract and helps pay for materials, the second payment when work begins, and the final payment when the job is finished, and you are satisfied with the quality of work.

To find a trustworthy AC Repair company, file a complaint or leave a positive review, visit bbb.org.