

# How to Choose an HVAC Contractor

## A HOMEOWNER'S CHECKLIST FOR THE UPPER OHIO VALLEY

Hiring the wrong contractor is expensive and stressful. Before you let anyone quote your home, ask these questions. Next to each one is what a trustworthy answer sounds like, what should make you pause, and how Honest Fix does it. Take this to every quote you get.

### START HERE: THE 5 THAT MATTER MOST

1. **Licensed and insured** in Ohio, West Virginia, or both, depending on which state you live in, and they can prove it.
2. **They pull the permit**, not you.
3. **They size the system with a load calculation**, they do not just match the old one.
4. **The quote is in writing and itemized**, with no pressure to sign today.
5. **Any down payment is no more than 30 percent**, and the labor warranty length is in writing.

### A Are they licensed and legal?

Are you licensed for this work in my state?

#### GREEN FLAG

A current HVAC license number for the state the work is in.

#### RED FLAG

No number, or the name on it does not match the company.

#### HONEST FIX

Licensed HVAC contractor in Ohio, Lic. #36883, and in West Virginia, Lic. WV066603.

Will you pull the permit for this job?

#### GREEN FLAG

"Yes, we pull it under our license."

#### RED FLAG

"You can pull it yourself as the homeowner." That puts the liability on you.

#### HONEST FIX

We handle the permits, included in your written exact quote.

### B Are they insured and qualified?

Can I see proof you are insured in my state?

#### GREEN FLAG

Current general liability coverage, dated, valid in both Ohio and West Virginia.

#### RED FLAG

"We're covered, don't worry," with nothing in writing.

#### HONEST FIX

Licensed and insured in Ohio and West Virginia. Ask us for a current certificate of insurance and we will send it to you in writing.

Are your technicians certified to handle refrigerant?

#### GREEN FLAG

"Yes." Refrigerant certification is federally required, not a bonus.

#### RED FLAG

Any hesitation.

#### HONEST FIX

All our technicians are EPA 608 certified.

Are your technicians NATE certified?

#### GREEN FLAG

Some are. The next best thing is a NATE-certified trainer on staff who trains the whole team.

#### RED FLAG

Does not have or does not recognize the term.

#### HONEST FIX

NATE Certified Contractor.

### C How do they decide what you need?

How will you size the system for my home?

#### GREEN FLAG

"We run a load calculation for your home." Right sizing drives comfort, efficiency, and lifespan.

#### RED FLAG

"We'll just match what you have now." That is a guess, not a measurement.

#### HONEST FIX

A complete load calculation on every full-system replacement. No exceptions, and no oversizing.

Do you verify the system before you leave, and do I get the numbers?

#### GREEN FLAG

"Yes, we test the system on completion and hand you the results."

#### RED FLAG

No verification step. They turn it on and go.

#### HONEST FIX

A recorded commissioning checklist (airflow, static pressure, refrigerant charge, combustion), a two-person sign-off, and a walkthrough with your test data.

**D Is the quote honest, or a sales pitch?**

Will I get the quote in writing, with the equipment listed?

**GREEN FLAG**

Itemized, in writing, with model numbers and what is included.

**RED FLAG**

A number scribbled down, or "trust me."

**HONEST FIX**

An exact quote in writing after a technician diagnoses your system, with make, model, and serial listed. No upsells.

Do I have options, and is there pressure to decide today?

**GREEN FLAG**

Clear options, no deadline pressure.

**RED FLAG**

"This price is only good today."

**HONEST FIX**

Options every time, including a repair-first option. Quotes valid 30 days. No today-only pressure, ever.

Are all fees explained up front?

**GREEN FLAG**

Any diagnostic fee is disclosed before the visit.

**RED FLAG**

Fees show up only on the final bill.

**HONEST FIX**

Diagnostic pricing is published, and it is credited toward approved repairs of \$500 or more, or toward a replacement.

How much do you require as a down payment?

**GREEN FLAG**

The deposit is stated in the written quote and is reasonable for the size of the job.

**RED FLAG**

Larger than 30 percent, or asking for cash.

**HONEST FIX**

A 30 percent deposit on new installs.

If I need financing, is it explained clearly?

**GREEN FLAG**

Terms laid out plainly and up front.

**RED FLAG**

Terms are not put in writing, the fees are unclear, or financing is used to push you toward a bigger system.

**HONEST FIX**

Financing options with a free monthly-payment calculator.

**E Will they stand behind the work?**

What warranty comes on the equipment, and do you register it?

**GREEN FLAG**

Explains the manufacturer parts warranty and registers your equipment so coverage stays valid.

**RED FLAG**

Leaves registration to you, or is vague it needs doing.

**HONEST FIX**

We register your manufacturer parts warranty and review your coverage with you before pricing, then activate it in your final quality-check packet.

How long is your labor warranty on the install, in writing?

**GREEN FLAG**

A specific length, in writing. This is separate from the equipment warranty.

**RED FLAG**

"The equipment is under warranty." That dodges the question.

**HONEST FIX**

The Lifetime Trust Shield covers all labor on your new system for 15 years, as long as you keep yearly documented maintenance with us. The Service Trust Guardian is a 5-year warranty on repairs and maintenance. Full terms on request.

**F Reputation and after the sale**

Where can I read your reviews, and how do you handle a bad one?

**GREEN FLAG**

Reviews on more than one platform, recent, with professional responses to the negative ones.

**RED FLAG**

Little to no reviews, no recent reviews, and no responses to reviews.

**HONEST FIX**

A multitude of recent 5-star reviews and a Better Business Bureau "A" rating.

What does ongoing care look like, and what if it fails after hours?

**GREEN FLAG**

A real maintenance option and a real after-hours response.

**RED FLAG**

No clear answer on what maintenance your warranty actually requires, and no after-hours availability.

**HONEST FIX**

The Priority Service Maintenance Plan for ongoing care, plus after-hours and emergency service.

**Already have a quote in hand?**

Bring it to Honest Fix for a free second look. We will walk through it with you, line by line, no pressure. Visit [honestfix.com/choosing-an-hvac-contractor](https://honestfix.com/choosing-an-hvac-contractor) or call (740) 825-9408.



SCAN FOR THE  
FULL CHECKLIST ONLINE

**No Upsells. No Games. Just Honest Fixes.**

(740) 825-9408 · 229 Butte St, Steubenville, OH 43952 · [honestfix.com/choosing-an-hvac-contractor](https://honestfix.com/choosing-an-hvac-contractor) · **Licensed HVAC Contractor, Ohio Lic. #36883 · West Virginia Lic. WV066603**

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