

Job #199464077

HB Home Comfort Evaluation

Job Details

Date

2025-03-01

Customer Name

Alastair McIntyre

Address

167 Raleigh Street, Chatham, ON N7M 2N3 Canada

Technician On Site

Candace Brissette

Evaluation Details

Job Type

HB Plan TU Visit

Member or Non-Member

Member

What equipment is being serviced today?

Cooling

Has this form been completed with the customer before?

No

How has your equipment been performing?

Good/Normal

Are there any rooms that are harder to heat or cool? Does anyone in the home suffer from allergies/respiratory issues?

Rooms that are hard to heat/cool

No Allergies/Respiratory

How have your energy bills been lately?

Very High

Are there up to date CO/Smoke detectors on each floor?

Have you experienced any gas odours?

No

Is any of your equipment rented?

No

In Summary:

Bullet point summary of evaluation and any important information

-customer is unhappy that when we provided quotes for him, we told him that he would get two rebates that he has yet to receive and was told that Victoria would call him back, but never received a call

Equipment Age:

0-4 Years

How many more years are you hoping to get out of your equipment?

15 -20 years

Review customer history

Review customer goals and Factory Recommended Services (FRS)

If your equipment is eligible for protection would you like information on this?

Just like putting a protective case on your new phone, or oil guarding your new car

Customer wants general cleaning only