

Everything We Know About Google Home Services Ads— Are You Ready?

Peter Troast, Founder & CEO Energy Circle Webinar Series *August 9, 2017*

5 Ways To Go Broke On Google Adwords



By Dan Paradee | July 25, 2017

The definitive guide to putting yourself out of business over the internet.

*Please do not take any of this advice, and if you are currently using these tactics, please contact us immediately.

If you could stand to lose some of that pesky cash you have lying around without any return, then this guide is for you. Running an AdWords campaign without any experience is comparable to burning money, except in this case the fire is a very successful company called Google.

Mismanaging an AdWords account is easy. That's why there are professionals who study the system every single day. If you don't feel like studying, and would rather market aimlessly, check out the easy to follow steps below.

Broad Match Keyword Matches

The quickest way to burn through your budget without getting any results is to use broad match keywords. Broad match keywords allow your ads to show to people who type in keywords that are what Google deems "relevant" to your keyword. Google is smart...right? The table below shows how using broad match keywords can result in your ad showing for a variety of terms you might.



The Hidden Dangers of Buying Leads



By Peter Troast | June 28, 2017

For many contracting businesses, purchased leads — from lead brokers, franchises, lead-only marketing firms, Google, HomeAdvisor — are the way of the world. This is especially rampant in solar, where an entire breed of lead sourcing companies dominates the top of the funnel, and this approach is becoming prominent in HVAC and home performance as well.

Being overly reliant on purchased leads is a bit like the path to alcoholism: one or two glasses of red wine each night is good for your heart, but when it starts to be bourbon in your OJ each morning it ultimately leads to dependency, a failing liver, and death.

The lure of outsourcing your lead generation is understandable. Companies that offer these services promise "no risk," "no money upfront," "100% performance based." If your business can rely on a third-party to provide a steady flow of leads at a cost that pencils (more on that math in a bit), then everything should be hunky dory, right?

Wrong. Here's why:

Dependency

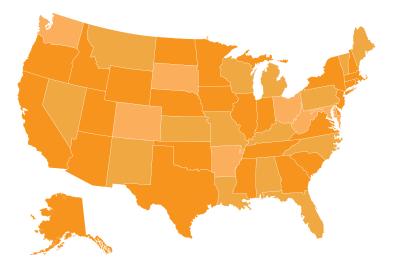
Energy Circle On The Road

07/31 08/02: Building Science Summer Camp | Westford, MA

- 09/12 09/14: Contractor Leadership Live | Cleveland, OH
- 09/27 10/01: PHIUS Annual Conference | Seattle, WA
- 10/19 10/20: Home Performance Coalition SE | Southeast Regional | Greenville, SC
- 11/14 11/15: Home Performance Coalition CA | Long Beach, CA

HPwES/Home Performance Coalition Sales & Marketing Workshops

09/07—Columbus, OH 10/05—Baltimore, MD 11/14—Long Beach, CA







Everything We Know About Google Home Services Ads— Are You Ready?

Peter Troast, Founder & CEO Energy Circle Webinar Series *August 9, 2017*

What We'll Discuss

- What are Home Services Ads?
- History: The Evolution of the Local SERP
- **Current Status**
- **Requirements: What is the Price of Admission?**
- How it Works
- **The Insulation Problem**
- Lead Economics—What We're Learning
- Implications/Recommendations

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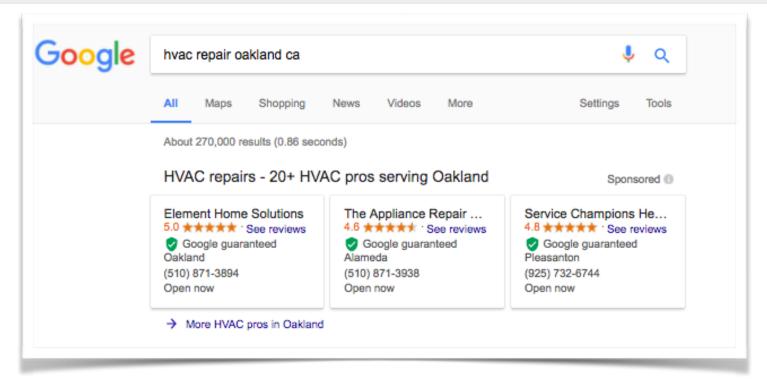
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WHAT ARE HOME SERVICES ADS?

(HSA's)

Intro to Home Services Ads



- New Google Ad Product—Top of Search Page (testing started 2 years ago)
- Affects all of HVAC & Insulation
- Charged as Price/Lead
- CA and Philadelphia Only, Rolling Out Nationally by Year End
- HomeAdvisor/Angies/Etc Killer?





HISTORY: THE EVOLUTION OF THE LOCAL SERP

(search engine result page)

Pre-August 2015

0

#1 Boston Furnace Repair - WintersHomeServices.com www.wintershomeservices.com/**Boston** (617) 855-7036 \$99 Off Service - Call Winters Now! Your Local Home Comfort Specialists Up-Front Pricing - Always On-Time Service - Fast & Reliable Experts

Wednesday - Techs Ready \$99 Furnace Tune-Up Boiler Repair/Service Emergency Service Now

A Boston, MA

B 77 Park Street Dorchester, MA

C Boston, MA

Boston, MA

E) 63 Hecla Street

Boston, MA

(F) Everett, MA

(781) 353-8852

(617) 288-2911

(617) 712-5060

(617) 209-4573

(617) 818-7601

(617) 394-1001

G 23 River Street

Dedham, MA

(781) 407-9800

D 182 Cottage Street #202

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k www.newenglandheatingandcooling.com/ ▼ (857) 247-9716 Local Company 10% Off Service Calls All Systems Gas & Oil Free Estimate Gallery - Contact Us - Reviews - Articles

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20% Off All This Month On Heating Service & Repairs. Call Us Today!

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www.yelp.com/search?find...Furnace+Repair...Boston%2C+MA * Yelp * Reviews on Gas furnace repair in Boston, MA Gomes Plumbing Heating and Cooling, ProSolutions Bath & Boiler, New Age Plumbing & Heating, Mr. Pipes ...

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Heating Cooling Boston MA | Heating, Furnace Repair www.homeadvisor.com > Pro Ratings & Reviews > Massachusetts > Boston * ****** Rating: 4.7 - Review by HomeAdvisor Community Heating and Furnace Contractors Directory for Boston, Massachusetts. Find Customer-Rated, Prescreened Home Improvement Professionals for Boston, MA.

Heating Repair Boston www.heatingrepairboston.com Google+ page

Boston Standard Plumbing & Heating... bostonstandardplumbing.com 4.2 ***** 13 Google reviews - Google+ page

Kellz Heating and HVAC Repair www.kellzheating.com 4 Google reviews - Google+ page

HVAC Boston www.hvac-boston.org 4 Google reviews

Gomes Plumbing and Heating www.gomesplumbing.com 4.9 ***** 7 Google reviews · Google+ page

Metropolitan Air Conditioning/Heating... www.metropolitanhvacservice.com Google+ page

Gassco Inc www.gasscoinc.net 2 Google reviews · Google+ page

Map results for furnace repair boston, ma

Hudson Sudbury Waitham Ba Bon Mariborough Newton Framingham Needham Dedham Quincy CohaMag data ©20

Map for furnace repair boston, ma

Ads (1)

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Furnace Service & Repair

www.sila.com/ T Home Heating Repair & Installations Schedule Your Appointment Today. 9 12 Manison Street, Stoneham, MA

Furnace repair

www.aireserv.com/reading -Fixed The First Time Or It's Free! Call Us In Reading, MA.

No Heat No Problem www.hoelectric.com/Get-Your-Heat -We Are Here For You 24hrs A Day! Boiler Service, Repair, Replacement

Furnace Repairs www.mrpipesplumbing.com/ -Call for Immediate Emergency Leak Repair in the Boston Area!

Same Day Heating Repair www.buxtonmehvacservices.com/ ~ (888) 403-2172 Immediate Response In Buxton, ME! Call Now For Same Day Repairs.

Furnace Repair Boston MA

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www.bostonuniqueindoorcomfort.com/ ~ Energy-efficient home heating systems. Request a quote online!

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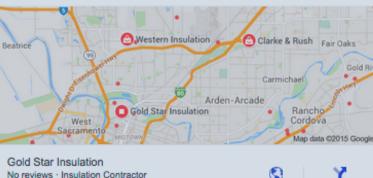
Google Local 7 Pack

Post-August 2015

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C No reviews · Insulation Contractor N 10th St Website

Clarke & Rush 4.4 ★★★★★ 10 reviews · HVAC Contractor Open 24 hours

Western Insulation 4 reviews - Insulation Contractor N Market Blvd

Directions

Directions

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Website

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Insulation Company

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3 Pack

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Post-February 22, 2016

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Google Local 3 Pack

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69.95 Heater Tune-Up - Geothermal Experts - \$50 Off Ne		
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www.onehourrichmond.com/Richmond -		
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mechanicsvillevahvaccontractors.com/		
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James River Air Conditioning Co. 4.8 * * * * (119) · Air Conditioning Contractor 1905 Westmoreland St · (804) 358-9333	Michael & Son Richmo Map	nd data ©2016 Google 🍸
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James River Air Conditioning Co. 4.8 * * * * (119) · Air Conditioning Contractor 1905 Westmoreland St · (804) 358-9333 Open until 11:30 PM Michael & Son Richmond 4.2 * * * * (91) · HVAC Contractor 1407 Cummings Dr · (804) 360-7373	Michael & Son Richmo Map	nd data ©2016 Google 🍸
James River Air Conditioning Co. 4.8 * * * * (119) · Air Conditioning Contractor 1905 Westmoreland St · (804) 358-9333 Open until 11:30 PM Michael & Son Richmond 4.2 * * * * (91) · HVAC Contractor 1407 Cummings Dr · (804) 360-7373	Michael & Son Richmo Map Website	nd data ©2016 Google Pirections
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James River Air: Home www.jamesriverair.com/ -

... Conditioning Company Home Page | 1905 Westmoreland St. Richmond, VA ... we set out to provide furnace repair and HVAC maintenance like the Henrico ... Residential - Contact - Residential Coupons - 57 Tune-Up Special

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Google Home Services Ad

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3	Azer Appliance & Refrigeration 4.0 ★★★★ Union City BBB A+ rated · Family owned & operated	Send request (510) 698-2135
	Haddon Heating & Cooling 5.0 ***** Concord BBB A+ rated - Diamond Certified	Send request (925) 635-4729

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Oakland, CA 94601 | Air Conditioning | Heating | HVAC ... comfyhvac.com/oakland-air-conditioning-heating.htm * Our HVAC experts have years of experience installing, maintaining and repairing home heating and cooling systems in Oakland, CA, and we are always happy ...

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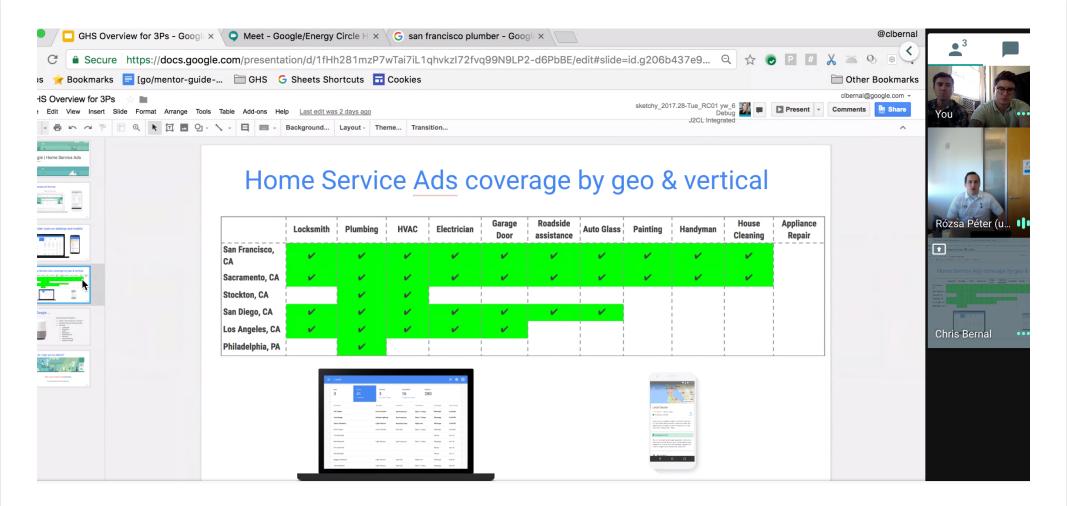
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	All Maps Shopping News Videos More	Settings Tools
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CURRENT STATUS

Two Weeks Ago from Google





Two Weeks Ago from Google

	Locksmith	Plumbing	HVAC	Electrician	Garage Door	Roadside assistance	Auto Glass	Painting	Handyman	House Cleaning	Appliance Repair
San Francisco, CA	×	×	×	×	×	~	~	~	×	×	
Sacramento, CA	×	×	×	 Image: A second s	×	×	× .	×	×	×	
Stockton, CA		~	~			1					1
San Diego, CA	×	~	~	 	×	×	×				1
Los Angeles, CA	~	~	~	~	×						1
Philadelphia, PA		×				1					1

Known Google Outreach: Long Island, Atlanta **Press**: Nationwide by end of 2017



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Google's "Big" Differentiator

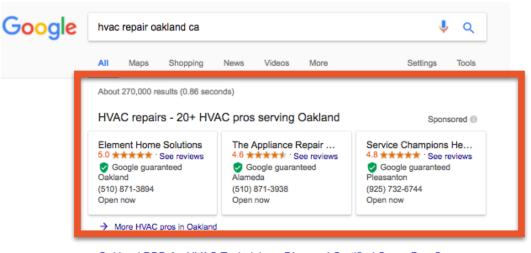
Google guaranteed

This pro is backed by the Google guarantee, which means they're licensed, insured, and pre-screened. Any job you book with them is guaranteed to be done right or your money back. Learn more

*Up to \$2,000 Lifetime



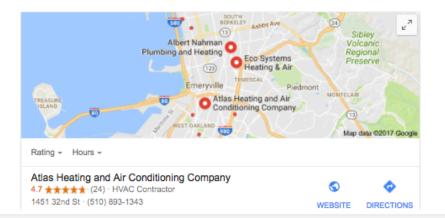
Google's "Real" Differentiator



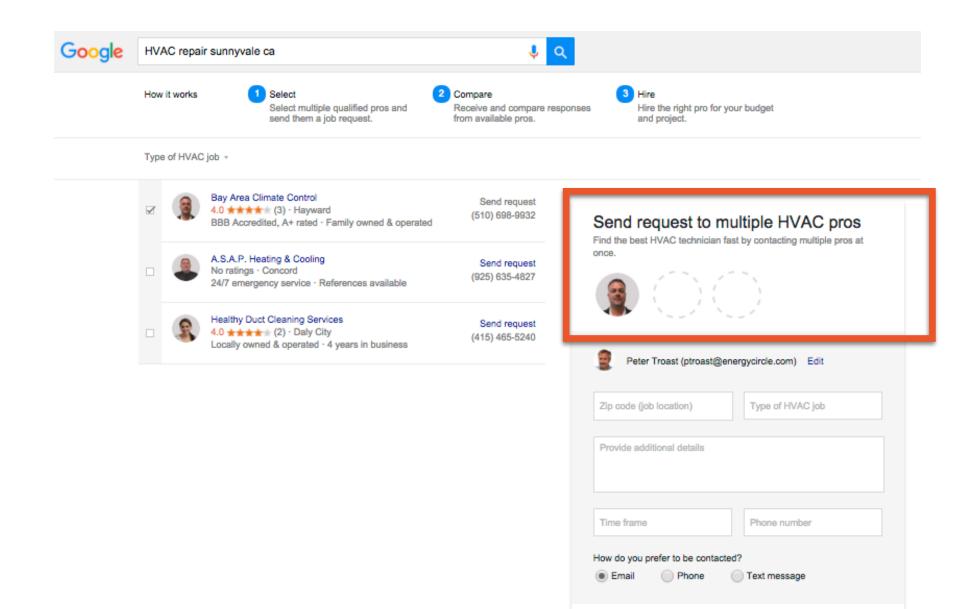
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You'll typically receive responses within hours.

Cancel

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Privacy



REQUIREMENTS: WHAT'S THE PRICE OF ADMISSION?

Minimum Requirements

What's included in a background check

For each worker, the background check includes inquiries about Social Security number validity and criminal history (including cross-checks against national sex offender and terrorist/sanctions registries). At the company level, the process also includes professional license and insurance verifications, as well as civil litigation history (including judgments and liens from federal and state courts).

- Background Checks—100% No Criminal History for All Customer Facing Employees
- License Check
- Insurance Check

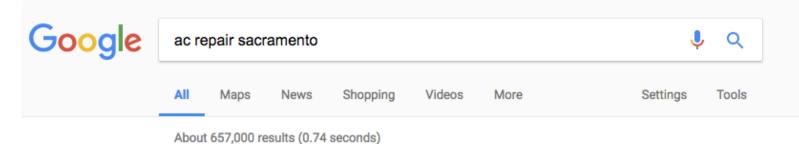


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HOW IT WORKS. FUNCTIONAL DETAILS.

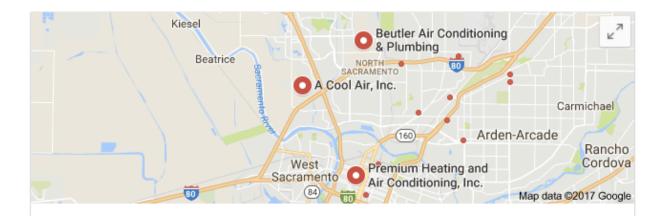
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About 657,000 results (0.74 seconds)

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Home Services							Sponsored 🚯
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		The Appliance Repair Do 4.6 ★★★★★ · BBB Accredi Google guaranteed Alameda		Open now until 11 PM 🗸	📞 (510) 871-3938	SEND REQUEST	
		Healthy Duct Cleaning Se 4.8 **** © Google guaranteed Daly City	ervices	Closed now Opens at 8 AM ←	L (415) 993-1965	SEND REQUEST	
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SEND REQUEST

×

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Element Home Solutions specializes in all aspects of residential and commercial HVAC services as well as Attic & Crawlspace insulation removal and installation and air duct cleaning. We offer you the finest and reliable services at a very reasonable rate. If you are looking for professional and expert services then you are at the right place. Contact Element Home Solutions for all of your HVAC, attic clean up and insulation services. Less

Google guaranteed - Get the job done right or your money back. Learn more

Qualifications

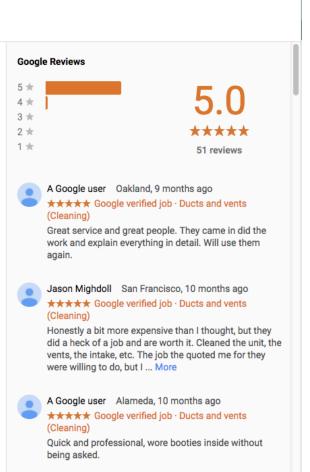
Background checked, Insured, Contractor License B, C-20 997392. Learn more

Services

Install heating system, Install ducts & vents, Clean ducts & vents, Install AC, HVAC maintenance, AC maintenance, Heating maintenance

Service areas

Alameda, Alamo, Albany, Antioch, Bay Point, Berkeley, Blackhawk, Campbell, Castro Valley, Concord, Cupertino, Danville, Dublin, East Palo Alto, El Cerrito, El Sobrante, Emeryville, Foster City, Fremont, Hayward, Lafayette, Livermore, Los Altos, Los Altos Hills, Los Gatos, Martinez, Millbrae, Milpitas, Moraga, Mount Hamilton, Mountain View, Newark, Oakland, Orinda, Pacifica, Palo Alto, Piedmont, Pittsburg, Pleasant Hill, Pleasanton, Redwood City, Richmond, San Bruno, San Carlos, San Francisco, San Jose, San Leandro, San Lorenzo, San Mateo, San Pablo, San Ramon, Santa Clara, South San Francisco, Stanford, Sunnyvale, Sunol, Union City, Walnut Creek, Woodside Less





Refining Search by Job Type

Find the right HVAC pro for the job

95677	Repair AC		REFINE RESULTS
	Sector Sector		



Reranking by Job Type

Fin	d the right HVAC p	oro for the job	
95677, Repair AC Edit			
Soogle guaranteed - Pros are pre-screened a	nd insured. You're guaranteed to get	the job done right or your money bac	k. Learn more
Brower Mechanical 4.5 * * * * • BBB Accredited A+ rated © Google guaranteed Rocklin	Closed now Opens at 8 AM ←	L (916) 936-0906	SEND REQUEST
Service Champions Heating & Air Conditionin 4.8 ★★★★★ · BBB Accredited, A+ rated	ng Open now until 7 PM ↓	L (916) 836-0828	SEND REQUEST
Bell Brothers Plumbing, Heating and Air Cond 4.8 ★★★★ · BBB Accredited A+ rated ⊘ Google guaranteed Sacramento	dit Open now until 7 PM ↓	L (916) 905-7000	SEND REQUEST

Prompt for Selecting Multiple

Google	ac repair sacram	iento	ę d			Sign in
Home Services						Sponsored 🕕
		Fi	nd the right HVAC p	oro for the job		
		ZIP code Repair AC	v		REFINE RESULTS	tidar tidar
		 Google guaranteed - Pros are pre-screened Bell Brothers Plumbing, Heating and Air Co 4.8 ***** · BBB Accredited A+ rated Google guaranteed Sacramento 		the job done right or your money ba	ack. Learn me	
		Gilmore Heating Air Solar 4.8 ***** • BBB Accredited A+ rated © Google guaranteed Sacramento	Open 24/7 🗸	🍋 (916) 936-0928	SEND REQUEST	
		Beutler Heating & Air Conditioning 4.6 **** © Google guaranteed Sacramento	Open 24/7 🗸	L (916) 915-8319	SEND REQUEST	



Select & Prompt

Find	the right HVAC p	oro for the job		
95677, AC maintenance Edit				
Google guaranteed - Pros are pre-screened and in	nsured. You're guaranteed to get	the job done right or your money ba	ck. Learn more	
Brower Mechanical 4.5 ★★★★ · BBB Accredited A+ rated ② Google guaranteed Rocklin	Closed now Opens at 8 AM 👻	L (916) 936-0906	✓ SELECTED	•••
Service Champions Heating & Air Conditioning 4.8 ★★★★★ · BBB Accredited, A+ rated	Open now until 7 PM 👻	L (916) 836-0828	SELECTED	
Bell Brothers Plumbing, Heating and Air Condit 4.8 ★★★★ · BBB Accredited A+ rated Google guaranteed Sacramento 	Open now until 7 PM 👻	L (916) 905-7000	✓ SELECTED	
Ace Plumbing Heating & Air Conditioning		-		
Select 2–3 pros to contact Brower Mechanical Service Champions He	Bell Brothers Plumbin 😣		NEXT	



Answer Questions

wer a few que	estions				
er Mechanical	Service Champions He	Bell Brothers Plumbin	3 HVAC pros selected	95677, Repair AC	
Describe	e the job				
What's the p	problem?		When did the pro	blem start?	
Select all t	hat apply	Ŧ	Select one		Ŧ
What kind o	f location?		Which phase are	you in?	
Select one		•	Select one		-
Any more in	fo? (optional)				
Specify					
				BACK	NEXT

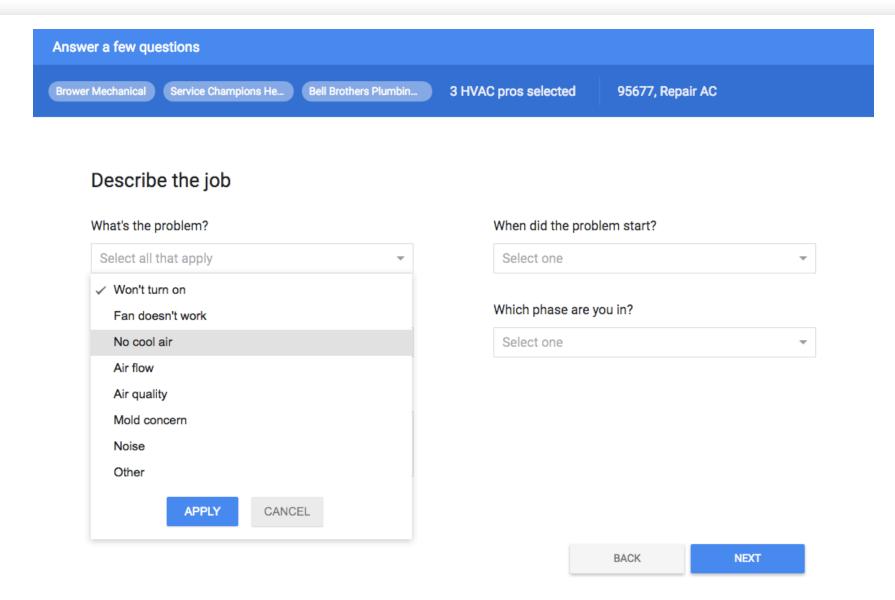


Answer Questions

wer Mechanical Service Champions He Bell Brothers Plumbin. Describe the job What's the problem? Won't turn on What kind of location? Residence		
What's the problem? Won't turn on	n 3 HVAC pros selected 95677, Repair AC	
What's the problem? Won't turn on		
Won't turn on 👻 What kind of location?		
What kind of location?	When did the problem start?	
	Today	Ŧ
Residence	Which phase are you in?	
	Ready to hire	~
Any more info? (optional)		
Specify		
	BACK	



Job & Problem Taxonomy





Home Services Ad Options 🛛 ☆ 🤷

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fx Duct and Vents

<i>J</i> ~	A	В	С	D	E	F
1	Duct and Vents	Heating System	HVAC Maintenance	AC System	Thermostat	Other HVAC Work
2	Clean Ducts & Vents	Heating Maintenance	Older than 3 years	Install Or Repair - Central AC	Install or Replace	
3	Install Ducts & Vents	Install Heating System	3-5 years		Central Heat	
4	Repair Ducts & Vents	Repair Heating System	6-10 years	Install, Maintain & Repair	Central Cooling	
5	Heating/Cooling	Forced Air	Less than 10 years	Window Unit	Electric Baseboard	
6	Dryer	Furnace	Not Sure	Wall Unit	Heat Pump	
7	Kitchen Exhaust	Not Sure		Portable Unit	Fireplace	
8	Bathroom Exhaust	Other		Not Sure	Not Sure	
9	Other			Other	Other	
10						
11		What's the Problem?	(Last Check-Up)	What's the Problem?	Repair Or Reprogram	
12		No heat	6 Months Ago, Or Less	Won't Turn On	Mechanical/Manual	
13		Low heat	6-12 Months Ago	Fan Doesn't Work	Digital non-programma	able
14		Noise	12-24 months Ago	No Cool Air	Digital Programmable	
15		Gas smell	Less than 24 months	Air Flow	Nest or other smart style	
16	-	Pilot light is out	Never	Air Quality	Not Sure	
17		Other	Not sure	Mold Concern	Other	
18			Other	Noise		
19				Other		
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
31	Key:					
32	Bold	Type of HVAC Job				
33	Italics	Service Needed				
34	Regular Text	Type of Equipment/Service				

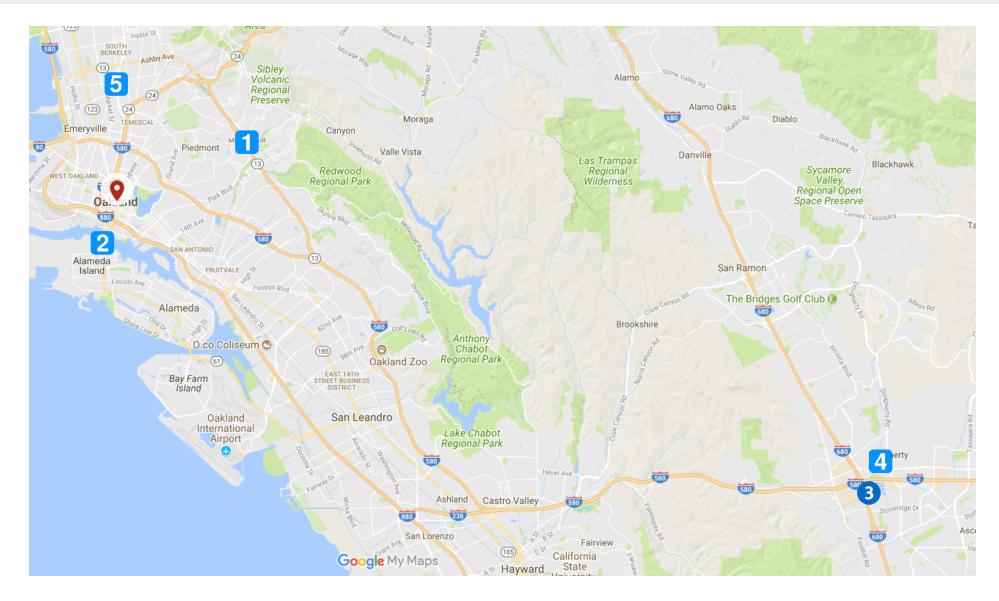
What We Know About Rankings

Google guaranteed - Pros are pre-screened and in	sured. You're guaranteed to get the j	job done right or your money back.	Learn more
The Appliance Repair Doctor 4.6 * * * * * BBB Accredited A+ rated 9 Google guaranteed Nameda	Open now until 11 PM 👻	📞 (510) 871-3938	SEND REQUEST
Service Champions Heating & Air Conditioning 1.8 ***** • BBB A+ rated 9 Google guaranteed Pleasanton	Open now until 8 PM 👻	(925) 732-6744	SEND REQUEST
Element Home Solutions 5.0 ***** · BBB Accredited A+ rated 9 Google guaranteed Dakland	Open now until 6 PM 👻	📞 (510) 871-3894	SEND REQUEST
Barker Mechanical Services 1.7 ***** • BBB A+ rated 9 Google guaranteed Dublin	Open now until 5 PM 👻	🍋 (925) 725-1052	SEND REQUEST
Healthy Duct Cleaning Services 1.8 ***** 9 Google guaranteed Daly City	Open now until 8 PM 👻	🐛 (415) 993-1965	SEND REQUEST
Climate Solutions 5.0 ***** 9 Google guaranteed Jnion City	Open now until 8 PM 👻	🐛 (510) 871-3945	SEND REQUEST
Hi-Tech Heating and Air 1.5 * * * * * • BBB A+ rated 9 Google guaranteed San Bruno	Open 24/7 +	🍋 (925) 725-1172	SEND REQUEST
Bay Area Climate Control 4.4 * * * * * BBB Accredited A+ rated 9 Google guaranteed Hayward	Open now until 5 PM +	📞 (510) 871-3905	SEND REQUEST

1. Approved for Google Guarantee

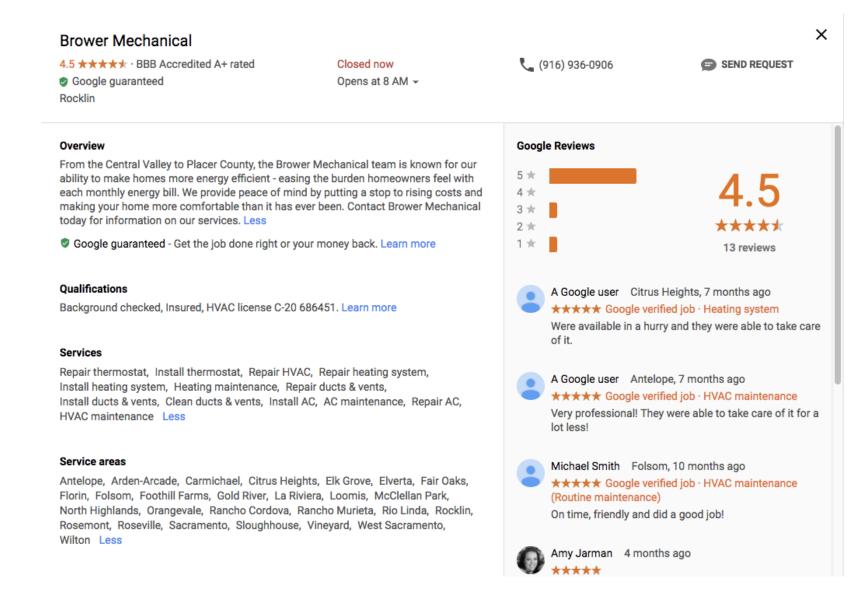
- 2. Presence of Google My Business (GMB) reviews
- 3. Proximity to ZIP code of search

Guarantee Ranks Over Proximity





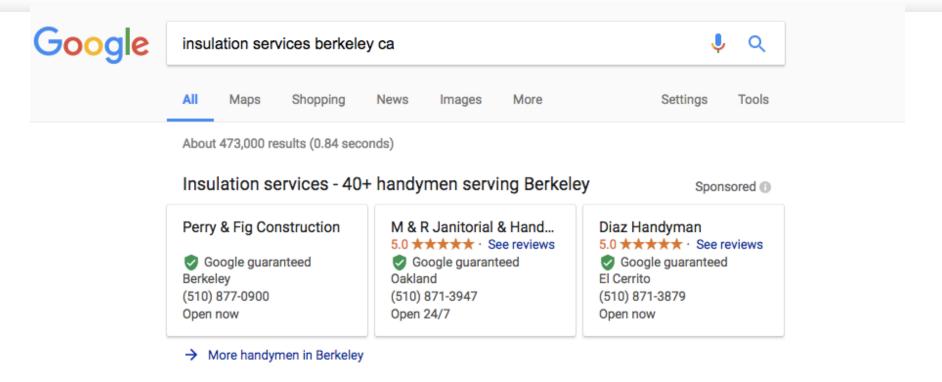
HSA Reviews + GMB Reviews

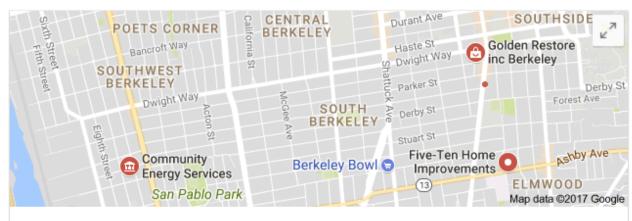




THE INSULATION PROBLEM

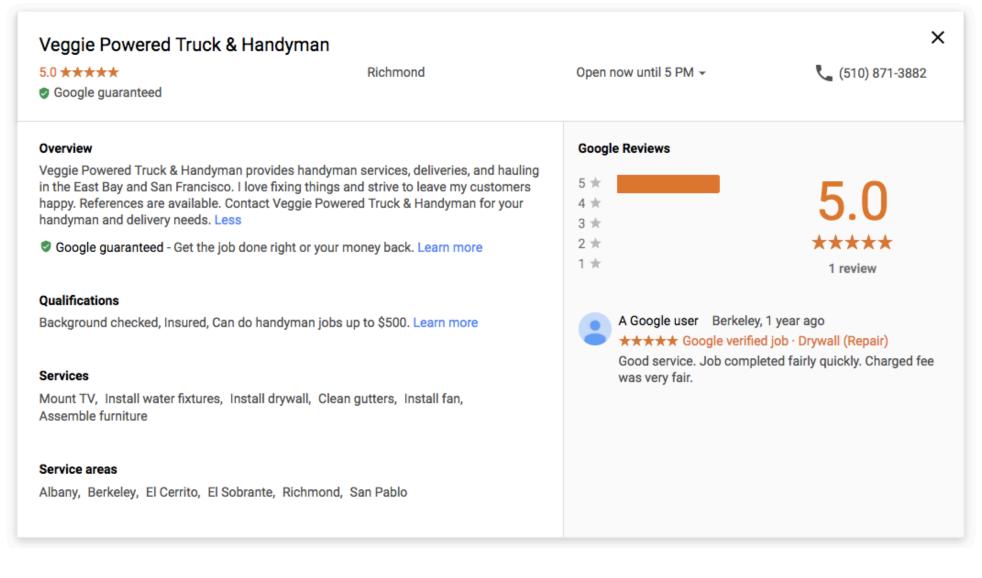
"Insulation" Delivers Handymen





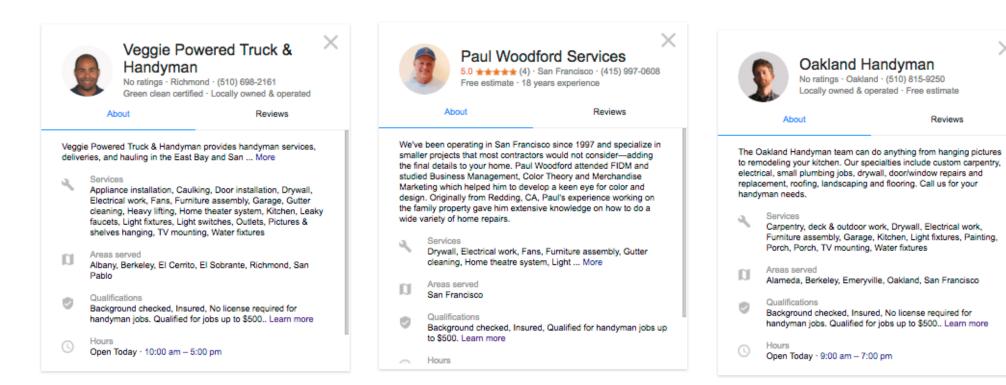


Veggie Powered!





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Reviews



LEAD ECONOMICS

Lead Economics

\$50 for a nonexclusive lead sold to you & two competitors

33% chance of customer contact

Real cost/lead: \$150

Close rate: 33%

Full Acquisition Cost/job: \$450

Minimum Job Size at 7% CAC: \$6,429



8/9/17

44



IMPLICATIONS & RECOMMENDATIONS

Implications of HSA's Going Nationwide

- Significant Impact on HVAC & Insulation
- Page One Prominence --> It Will Siphon Traffic
- Currently the Economics Do Not Work

Feedback from our clients is most leads are for service, not install

• Distinct Small Company Bias

Easier to pass background checks \$2000 Lifetime Guarantee

Skews Market to Think Small

One size fits all for locksmith, plumber, handyman Positions HVAC and Building Envelope as small commodity jobs

• Multiple Vendor Approach Hurts: Be On Your Digital Game



Our Recommendations

- Sign Up (No obligation)
- Choose Categories Carefully
- Assess Keyword Strategy Against Categories Google knows...
- Focus on Google My Business Reviews
- Prepare for Background Checks
- In the Program Already? Report back to us!

	Interested in Home Services? Stare some information about your business, and well get in touch as we extend the pilot to new areas and types of businesses. Ourmently available in select cities in Los Angeles, San Diego, Sacamento, Stockton, and the San Francisco Bay area. Verticals may vary by location.					
gories	Business name *		First name *			
	Business city *		Last name *			
	State *	-	Title *			
	Website URL e.g., http://www.google.com		Phone number *			
			Email address *			
	Number of U.S. employees and contractors *					

What is the best way to categorize your business? Check all that apply. Plumber House Cleaner Locksmith Handyman Contractor Electrician General Contractor Painter Garage Door Pro Heating, Ventilation and Air Conditioning (HVAC) Roadside assistance service Auto glass service Other



Questions?

Founder/CEO of Energy Circle

peter@energycircle.com

Linked In: Peter Troast

Twitter: @EnergyCircle

G+: Energy Circle

Facebook: Energy Circle

Volunteer/Pro Bono

Efficiency First Home Performance Coalition 1000 Home Challenge Mallett Deep Energy Retrofit







Home Services Ad Options 🛛 📩 🖿

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	A	В	с	D	E	F	G	н	1
	Duct and Vents	Furnace or Forced Air System	Heat Pump	HVAC Maintenance or TuneUp	AC System	Air Quality System	Dehumidifier or Humidifier	Thermostat	Other HVAC Wor
	Install or Replace	Install or Replace	Install or Replace	Less than 1 year	Install Or Replace - Central AC	Install or Replace	Install or Replace - Dehumidifier	Install or Replace	
	Repair or Clean	Natural Gas Fired	Gas (Central Heat)	1-5 Years		Electrical Attraction	Desiccant	Furnace	
	Heating or Cooling Vents	Propane Gas Fired	Electric (Central Heat	5-10 Years	Install or Replace - Window AC	Electrostatic Precipitating - "electronic"	Mechanical	Boiler Radiator	
	Dryer Vents	Oil Fired	Hydronic Baseboard Heat	10-15 Years	In Window Opening	Whole House Electrostatic Precipitating	Other	Heat Pump	
	Both	Electric Fired	Radiant Heat (Floors)	Older Than 15 Years	Mounted To Wall	HEPA Air Cleaner	Not Sure	Radiant Floor Heat	
	Not Sure	Not Sure	Wood Stove	Not Sure	Want Recommendation	Clean Air Cabinet		Other	
		Other	Pellet Stove	Repair Or Clean	Not Sure	Other	Install or Replace - humidifier	Not Sure	
			Electric Wall Heater		Other	Not-Sure	Ultrasonic warm/cool mist		
)		Repair	Not Sure	(Last Tune Up)			Ultrasonic cool mist	Repair Or Reprogram	
		Preventative Maintenance	Other	6 Months Ago, Or Less	Repair or Maintain - Central AC	Repair or Relocate	Evaportive cool mist	Furnace	
		No Heat In One Room		6-12 Months Ago	Maintenance	(When Was Filter Cleaned	Air washer	Boiler Radiator	
3		No Heat In Any Rooms	Repair or Maintain	More Than 12 Months Ago	Unit Not Running	Just cleaned Filters	Steam Vaporizer	Heat Pump	
4		Not Warm Enough	Nothing Happens When Turned O	n Not Sure	No Air Conditioning In One Room	3 Months Ago Or Left	Other	Radiant Floor Heat	
5		Pilot Light Off	Not Warm Enough		No Air Conditioning In any Rooms	4-6 Months Ago	Not Sure	Other	
3	-	Odd Noises	Runs Constantly		Not Cool Enough In One Room	7-12 Months Ago		Not Sure	
7		Gas Smell	Cold Air Instead of Warm		Not Cool Enough In Any Rooms	More Than 12 Months Ago	Repair or Relocate - Dehumidifier		
в		Leakage	Maintenance		Leaking	Other	System Stopped Working		
9		Other	Other		Other	Not Sure	Overflows Or Leaks		
D							Freezes Up		
1					Repair or Relocate - Window AC		Smells Bad		
2							Air Too Dry		
3							Air Too Moist		
4							Mold or Mildew		
5							Maintenance		
6							Other		
7									
3							Repair or Relocate - Humidifier		
9							Air Too Dry		
)							Air Too Moist		
1	Key:						Mold or Mildew		
	Bold	Type of HVAC Job					Not Getting Water		
3	Italics	Service Needed				Using Too Much Water			
4	Regular Text	Type of Equipment/Service				Clogged/Solidified Wick or Sponge		•	
5			_			Grill Caked with Mineral Deposits			
6							Maintenance		
17							Other		



Comments 2. Share