Five Reasons Why **TRUST** Matters When Hiring an HVAC Business

**Key Insights When Considering an HVAC Business**

1. **100%** complaint resolution rate for BBB Accredited HVAC businesses
2. HVAC ranks **2nd highest** in the number of BBB Accredited Businesses
3. **+1.7M** consumers researched HVAC businesses at BBB.org in 2020
4. **14%** increase in the number of inquiries year-over-year
5. Customers spend more than **$500** on average for each HVAC service

**What Traits Customers Like Most**

- Friendliness of employees
- Communication with customers
- Skill and knowledge of the project
- How quickly the project is completed

**Hiring Checklist**

- Find and research businesses first at BBB.org
- Check licensing and obtain several quotes for major projects
- Check references and read BBB Customer Reviews
- Get everything in writing including brand names and warranties

"The BBB helps your business stand out. By standing by the BBB standards it shows that you care about your customers." - BBB Accredited HVAC business, CO

Find Trusted HVAC Businesses at BBB.org