

1. **Are you licensed? What is your state license number?**
Are you fully insured?
If an insured contractor or any of his/her employees gets hurt on your property, you could be liable for their actions, leading to his/her medical bills and even a lawsuit.
2. **Are they EPA Certified?**
In order to handle refrigerants, such as Freon, the contractor must be EPA Certified and must use a recover unit when replacing your old system.
3. **Do they pull all necessary permits?**
If you live inside the city limits a permit may be required.
4. **Do you want to replace ductwork?**
When talking to your contractor he/she should first examine the duct work to insure of its size will accommodate the new equipment.
5. **What kind of warranties cover the equipment?**
Have the contractor give you in writing the manufacturer's warranty and their warranty for installing the equipment.
6. **What are their prices and terms?**
The contractor should provide you with a contract before he/she performs any work. Make sure the quoted price is the same as the bill.