

**TRANE**  
**CUSTOMER SATISFACTION SURVEY**  
**INSTALLATION FEEDBACK**  
**MELTON HEATING and AIR CONDITIONING - 1613**

7. Did the contractor offer you options that could improve the air quality in your home? Yes
8. During the in-home consultation, did the contractor:
- a. Ask if there are any uncomfortable rooms that are too hot or too cold? Yes
  - b. Ask about your typical thermostat settings in the summer and winter? Yes
  - c. Ask if you are concerned about the humidity level in your home? Yes
  - d. Measure and evaluated the type of windows/doors/insulation in your home? Yes
  - e. Inspect the ductwork in your home? Yes
  - f. Provide a Trane product brochure? Yes
  - g. Provide a written proposal or cost estimate? Yes
9. Did the contractor offer you:
- a. Multiple energy efficiency options? Yes
  - b. Trane CleanEffects™ air filtration system? Yes
  - c. Financing options? Yes
  - d. Trane Optional Extended Warranty? Yes
  - e. Service or Maintenance Agreement? Yes
10. Did the contractor conduct a post-installation follow-up and address any questions? Yes
11. Please share any additional comments or describe in your own words your overall experience.

Customer comments:

Please share any additional comments or describe in your own words your overall experience.

It was a very good experience. We would recommend Trane & Melton Heating & Air in Clinton Tn. to any one that we know. They were very nice to us

