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HVAC Online Equipment Sales - What You Should Know

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Question: I found a good deal online. Should I purchase from an online sales site?

Answer: ONLINE BUYER BEWARE!! HVAC products are unlike most products for sale on the Internet. A trained professional should always review the unique requirements of your structure to ensure proper equipment selection and safe, efficient installation. **Even the most skilled Do-It-Yourselfers should not attempt to install HVAC products. Consumers should never install heating and cooling products themselves.** A professional HVAC Contractor should always be involved in job-site inspection, product selection, and installation. **WARNING!!** There are many online sales companies that engage in the dangerous and deceptive practice of selling HVAC equipment directly to Consumers bypassing the expertise of trained, professional Contractors. These unscrupulous companies advertise "Savings By Cutting Out the Middle Man by Buying Direct". There is no short cut to a safe, quality, professional HVAC installation that conforms to local building codes, meets manufacturer specifications, performs at peak efficiency, and operates safely. Prior to purchasing HVAC equipment, a local professional HVAC Contractor should visit your home in person, evaluate your structure, assess your current HVAC system, review your family's air quality requirements, and submit a written proposal that specifies his professional recommendation of appropriate equipment options before you decide on what type of system you should buy.

Question: Why is a Contractor visit important?

Answer: An HVAC system that's too small won't keep your home comfortable and one that is oversized will not maintain acceptable humidity levels or be efficient. Oversized systems cycle (turn on and off) more than necessary; this cycling wastes precious, expensive energy; puts undue strain on components like compressors; and often reduces the expected life of the system. A professional Contractor will determine the optimal size of HVAC equipment for your home by making a careful study of your cooling requirements by performing a heating and cooling Load Calculation of your structure. A Load Calculation is a scientific process that uses industry-standards that take into account the number of windows and doors in your home, window dimensions, and average number of hours of sun exposure. Subtleties like shade trees and shrubbery in your yard, open floor space, the R-value of wall, floor, and roof insulation, local climate patterns, the design and condition of your current central duct system, number of heat-generating appliances, the type of interior furnishings, number of fireplaces, and many other factors effect in unique ways the heating and cooling requirements of every HVAC system. Only an in-person home visit by a trained HVAC professional contractor can ensure that you buy the right equipment that your home requires to be safe and efficient for a long time.

Question: Does Rheem approve any online resellers of HVAC equipment?

Answer: Rheem does not endorse, approve, or certify any online sale of its products through auction websites, online retailers or any other method of online sales direct to consumers without an in-person site visit, inspection, and installation by a qualified, trained HVAC professional).

Q: What happens if I purchase Rheem equipment from an online sales company?

Answer: Rheem published warranties are not applicable for any equipment manufactured by Rheem that has been sold direct to the consumer via the internet or auction websites without an in-person site visit, inspection, and installation by a qualified, trained HVAC professional.

Q: How do I contact a Contractor to make an equipment purchase?

Answer: Please use the Find a contractor system on the left side of this website to locate a professional Contractor near you. Please note that the Contractors listed on the Rheem Locator system are independent contractors and are not owned by, employed by, operated by, or authorized by the Rheem Sales Company.

Q: What should I look for in a professional HVAC Contractor?

Answer: Consider the following:

- **Reputation** - Ask for a list of customers and check references. A call to the Better Business Bureau is worthwhile. Contractors who are members of the Air Conditioning Contractors of America, the Plumbing-Heating-Cooling Contractors Association, and other similar professional contractor groups most likely have a commitment to professional standards and ethical business practices. Check with the Rheem Wholesale Distributor in your area for names of dependable, reputable contractors.



- **Credentials** - Ask about required certifications. Many states, provinces, cities, and towns require HVAC contractors to be licensed; check local requirements and be sure your contractor meets the required standards. Ask about recent training received; new and long-tenured contracting businesses regularly invest in professional HVAC technical training to stay current. North American Technician Excellence (NATE) certification is the HVAC industry's leading authority for technical certification of HVAC technicians; the industry's best contractors have some level of NATE certification and proudly display their credentials on their websites and in their advertising. To learn more about NATE certification, please visit www.natex.org or call 1-877-420-NATE.
- **Commitment** - Look for a dealer you see as active, present, and involved in your local community. You want a local contractor who is close by, who cares about your needs, who has a commitment to your community, and is able to provide fast, dependable, convenient service when you and your family need it. Look for a contractor who will be there in your hometown tomorrow to help you maintain and service what you purchase today.