

Robert

Baton Rouge, LA 70810

Overall A

Price A

Quality A

Responsiveness A

Punctuality A

Professionalism A

First - I called Ram Air to schedule maintenance on my HVAC system and enroll in their Energy Savings Agreement Plan. Price was \$164 and appointment scheduled quickly. Ram Air maintenance person came to my home to service 11 year old system. Employee was very professional and courteous. He performed an inspection of the outdoor and indoor units as well as a cleaning. Outdoor unit (condenser) was operating very loudly and he advised a technician should come diagnose the problem. Work was agreed and technician was scheduled for that afternoon. Maintenance took just under 1 hour.

Second- Technician Mike arrived and was very professional, knowledgeable, and courteous. He checked the outside unit and advised that the compressor was not performing properly. He advised that the unit may continue to work for an unknown period of time but when the compressor failed the outdoor unit would need to be replaced as the old compressor was unable to be repaired. He asked if I would like to have someone come out and estimate the cost. I agreed and estimator was scheduled for the next day. Mike also checked the indoor units and advised there were no problems evident. Technician was on location for 45 minutes. Cost for Technician \$79

Third - Estimator Fernie arrived and was very professional, knowledgeable, and courteous. He inspected the current outdoor and indoor units to determine possible replacements. He explained to me the possible options and their costs and associated warranties. I was provided with an estimate to replace just the outdoor unit and one to replace the entire HVAC system. After discussion I decided to proceed with replacing the entire system. Contacted Fernie the following day and scheduled the appointment for installation. Had to wait an extra day due to ordering the system from the supplier but this was a non issue since the current system was still operational. The price of the Energy Savings Agreement I had paid earlier was credited to the cost of the system since no maintenance would be performed in the first year.

Fourth - Two installers arrived on time at 8 am and were very professional, knowledgeable, and courteous. They covered the floor underneath the attic access and began working immediately. Two additional installers arrived a couple hours later to provide additional support. The system was fully installed by 2:30 pm and functioned almost perfectly. There was one minor snafu and I had to call for a technician to come back out around 5 pm. Technician Mike arrived and was able to promptly fix a small wiring issue and the system functioned excellent. Fernie called me as a follow up later that evening to make sure everything was as it should be.

Overall, I am extremely satisfied with this company and the high level of customer service they provide. I would and have already recommended them to a friend.