

QUESTIONS TO ASK

WHEN SEARCHING FOR A HEATING TECHNICIAN



DO YOU HAVE REFERENCES?

Don't be afraid to do your own research and find feedback from other customers – check BBB, check reviews, find them on Facebook or possibly other social media platforms.



ARE YOU LICENSED?

Not all states require licensing so check your local licensing requirements.

www.nextinsurance.com/blog/hvac-license-requirements

www.hvacschool.org/licensing-requirements



ARE ALL YOUR EMPLOYEES TRAINED ON SERVICING LAARS PRODUCTS?

Technicians should maintain up-to-date training on all products they install and service. Most manufacturers provide proof of training on their products.



DO YOU OFFER 24/7 SERVICE?

Hopefully you never need it! If they do not, understand that it is sometimes difficult to get another technician to come out and service someone else's work.



DO YOU STOCK LAARS PARTS ON YOUR TRUCK?

Having the ability to grab the part needed to service or repair your boiler on the spot is certainly a better option than waiting for the part and being without heat or hot water for a period of time. You should understand that it's not possible to stock every possible part on a truck, so there may be a time when a part is not available at the time of service.



DO YOU OFFER A MAINTENANCE PLAN?

It is recommended to have your boiler serviced annually to maintain optimal performance. Some heating technicians offer plans to ensure you are on their calendar.



WHAT'S YOUR HOURLY RATE?

Not all technicians in the same market charge the same rates. Ask about their charges regarding an initial diagnosis, the potential return to repair if the technician does not have the correct parts, and travel.



WHAT IS AND WHAT IS NOT INCLUDED IN YOUR QUOTE?

When getting quotes on a new or replacement system, be sure you have a clear understanding of what is included and what is not. This will help eliminate any surprise charges when you receive the final invoice.



HOW LONG DO YOU ESTIMATE THIS WILL TAKE?

Be sure you are prepared by knowing the approximate time frame that you may be without heat or hot water during a retrofit installation or service visit.



WILL YOU REGISTER MY BOILER / WATER HEATER FOR WARRANTY OR DO I NEED TO?

Some contractors like to register the installed unit(s) with the manufacturer so they have a record of it as well. Laars units can be registered by visiting www.Laars.com and negotiating to Support then Warranty Registration. It is preferred to register your unit however if your unit is not registered the warranty is still effective based on the date of product manufacture.



ARE THERE ANY REBATES AVAILABLE?

Any financial assistance being offered for boilers and water heaters is appreciated when starting at the overall cost of the project. Contractors should know what rebates and refunds are available from either the government or the local utility. You can check for yourself by visiting www.laars.com/rebate-center.



HOW SOON CAN YOU START?

Getting an approximate start date will help to set expectations and also give you an understanding of how busy this technical may be.

