

Aero Forze Heating & Cooling Code of Ethics

CUSTOMERS

WE WILL SERVE our customers with integrity, skill, and objectivity.

WE WILL DELIVER to our customers more than we promised through value added services.

WE WILL PERFORM our work to, at a minimum, meet technical codes, oftentimes going well beyond to ensure each customer's comfort.

WE WILL EXPLORE EACH customer situation in detail and gather facts to gain an understanding of the problem, the scope of assistance needed, and the possible benefits our service and technical recommendations may provide our customers.

WE WILL RESPECT each customer's home and property and leave them at least as clean, if not cleaner, as we found them.

EMPLOYEES

WE WILL TREAT our employees fairly and as we would like to be treated.

WE WILL ASSIGN technical and support personnel to each job in accordance with their experience, knowledge, and expertise.

WE WILL PROVIDE training for all of our employees on an on-going basis to improve and uphold the highest performance standards.

WE WILL HIRE only personnel with the utmost personal integrity.

PROFESSIONAL RESPONSIBILITY

WE WILL PERFORM jobs for which we are qualified by our training, experience, and technical ability.

WE WILL MAKE quality service the trademark of the jobs we perform. If needed, we will take care of callbacks with a minimum of inconvenience to our customers.

WE WILL STAND behind our work.

WE WILL NOT provide services to a customer under terms or conditions that might damage or compromise the integrity of our trade and profession. We follow **The Golden Rule**.

WE WILL NOT advertise our services in a deceptive manner.

WE WILL MAINTAIN a wholly professional attitude and behavior toward those we serve, our fellow contractors, our own employees, our suppliers, and the public at large.

EARNINGS

WE WILL HONOR our customers with fees that are reasonable, legitimate, and that commensurate with the quality of services we deliver.

WE WILL MAKE it our moral imperative to maintain a profitable business as part of our responsibility to our employees, our families, and our community.

WE WILL LISTEN to customer complaints about price, mindful of the honest value received by the customer and our right to an ethical profit.

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SOCIAL RESPONSIBILITY

WE WILL BE good corporate citizens.

WE WILL PROTECT the health and safety of our customers and their neighbors by sharing knowledge of new environmental developments and technological advancements with the communities we serve.

WE WILL REPORT violations of this Code of Ethics.

HOW YOU BENEFIT...

INSTALLATION

Whether you are building a new home or upgrading to a new, more efficient heating and cooling system for your present home or business, Aero Forze can design a comfort system to fit your budget. Our systems include furnaces, air conditioners, boilers, air handlers, heat pumps, air cleaners, ultraviolet lights and HEPA filter systems, humidifiers, thermostats, and more.

MAINTENANCE

Before the summer and fall seasons, it is essential that you have one of our peak performance experts perform a precision tune up on your comfort system (Don't try and say that too fast!). Small problems can become bigger problems as your system continues to run. Just as your automobile needs regular maintenance, so do your air conditioning and heating systems. It is also recommended that you clean or replace your air filters each month.

REPAIR

Should you require service on your residential or commercial system, our skilled technicians have the know-how to diagnose, adjust, and repair your system so that you are comfortable all year long. For safety and warranty reasons you should never attempt to service a unit yourself.