

For All The Right Reasons,



Four Seasons
HEATING • AIR CONDITIONING • PLUMBING

Since 1971

Case Study:

"The Lowest Bid Isn't Always The Best"
Urbana, Illinois

Four Seasons Heating, A/C & Plumbing
February 2013



CLIENT INFORMATION

Client Name: Ms. Ashlee Roderick

Project Location: Urbana, Illinois

Project Duration: 10 days

<http://www.fourseasonsheatingcooling.com/>



THE PROJECT TEAM

Project Manager: Eric Kranig

Engineer: Mike Cirar

Comfort Specialist: Carl Oneida

Installation Specialists: Brian Frietag,

Aaron Okon, Peter Radziszewski, Julio Rosalez

Licensed Plumbers: Sean Collins, Chris Deluca

PROJECT SCOPE

Heating and Cooling Systems

- ▶ Two Lennox EL296V High Efficiency Furnaces
- ▶ Two Lennox 13ACX Air Conditioners
- ▶ 20.2 SEER Ductless Mitsubishi Heat Pump
- ▶ Functional and Organized Ductwork Design

Plumbing repair

- ▶ Re-piped the sewer line
- ▶ Installed a vent and floor drain
- ▶ Repaired the tankless water heater relief valve

The Problem | Answering the Call

Ms. Ashlee Roderick's unique home had complex HVAC and plumbing issues. She attempted to find a contractor capable of completing the repairs. Unfortunately after signing on with the lowest bid offered, Ms. Roderick found herself dealing with the shoddy workmanship of an incompetent contractor.

After multiple inspection failures and having the police ban the contractor from the property for nearly fist-fighting with an electrician, Ms. Roderick was desperate for help from a responsible, reputable company. She was referred to Four Seasons Heating, Air Conditioning, and Plumbing, and though well outside their service area, Four Seasons answered the call to aid this homeowner in need.

The Need | Assessing the Damage

When the Four Seasons Home Comfort Specialist, Carl Oneida, arrived on location, he was shocked and appalled by the previous contractor's workmanship. It was his professional opinion that the whole project needed to be redone-- nothing could be salvaged. The Four Seasons installers and plumbers had a lot of work ahead of them!



◀ This tangled mess of flexible ductwork could not deliver heating and cooling to the rooms in the home.

The exposed wiring in this ▶ furnace was a serious fire hazard and would never pass a code inspection.



◀ Excessively long runs of flexible ductwork drag down the energy efficiency of the heating and cooling systems.



The Solution | Cleaning Up the Mess

Four Seasons Engineer, Mike Cirar, designed a complete supply and return ductwork system that would fulfill the heating and cooling needs of this unique residence. Our installers and plumbers traveled to Urbana, Illinois, and spent 8 days repairing the mess made by the previous contractor.



◀ Four Seasons properly installed sheet metal ductwork to maximize efficiency and comfort in the home!

Two 96% AFUE furnaces will ▶ save this homeowner hundreds on her energy bills.



◀ Modernized cooling systems deliver the latest in home comfort while reducing energy waste!

The Moral of the Story

Sometimes the lowest bid isn't the best deal, but instead, a headache in disguise. When searching for a contractor, look for one with a reputation for ethical business practices, and can demonstrate a track record of exceptional work and customer service.

Four Seasons has over 40 years experience providing top-notch service with dozens of customer service awards and commendations to prove it. Not all contractors hold themselves to the same high standards; do your research and get the job done right the first time!

"I was totally sure that the problem would be fixed without delay. Eric and the Four Seasons crew were friendly and polite; always professional, and knowledgeable about the job. Thank you again for making sure I have the best system for my home."

--Ms. Ashlee Roderick