

Air Conditioning Survey Responses

Positive	Negative
<p>I contacted East Coast Air in Apache Junction 480-861-5793 They came out, checked the unit over, said it was fine and hosed out the fins with my garden hose. (Brazille wanted \$380 to clean it out.) They said it did not need all the other work as noted from Brazille & Co.</p> <p>We have used Sterling Services in Queen Creek. They did a routine maintenance and some repair on our system and seemed very good. They were one of the companies recommended by SRP on their website.</p> <p>My Sister's home in Maricopa is only 6 years old. I was told by a local company in the area that their system needed replacement at a cost of \$7,000 to \$9,000. I had a friend of my brother in laws recommend they get another opinion from Premier Air Conditioning in Mesa. (480) 332-6313 Even though they normally wouldn't go out that far, they came out and all the system needed was Freon and a small leak repaired for a total cost of \$210.</p> <p>I have not needed repairs to our air conditioning system. We have however had our HVAC (heating and air conditioning) system serviced each of the last 3 years. The company we use is 3 Phase Mechanical in Apache Junction. 480-671-0833 Owner /Technician Robert with his wife running the office. Nice young couple. Each service was \$39.00. Hey, I guess preventive maintenance does work!</p> <p>I have worked with Airspeed Heating and Air Conditioning LLC, (480) 704-6000 (Steve Flanagan), for 3+ years now. I have called Steve for general maintenance on our A/C unit here in GC, repairs on my mother's and daughter's in Mesa, and several other people. In each instance Airspeed Heating and Air Conditioning has</p>	<p>I had George Brazille come out last spring as part of their "free" inspection promo. Guy checked out the a/c and said I needed about \$2200 worth of work. It was still working ok so I declined his offer to fix it for \$2200.</p> <p>My daughter called and got an estimate from George Brazil for replacement for her home in Phoenix at a cost of \$8,000 to \$10,000. Her system was down, it was a Saturday, and she was panicking. I referred her to Premier Air Conditioning in Mesa, which promptly sent someone out and found she only needed Freon. The system was charged and checked for leaks over two days for a total of \$225. We were told that the system probably should be replaced within the next 1-2 years, but is working fine now. They also quoted her a maximum of \$4000 to \$4500 when the system is replaced.</p> <p>Parker and Son's, I paid way too much for the jobs they could do, and was charged for the one they couldn't fix!! Fooled me once.....</p> <p>I applaud your efforts to help our folks to find reliable and honest A/C service companies. There are so many less-than-reputable ones out there. Even the much advertised Parker & Sons tried to charge me \$159 for a motor capacitor that I could buy brand new for \$8.</p>

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responded within 20 minutes of a phone call, and has made same day emergency visits/repairs - at no additional cost. If they can repair your unit, they will, at a fair price. They will not say that you need a new unit if you don't. I can assure you, that when the time comes for a new unit at any of our houses, Steve will be the only person I need to call.

I have some rentals and so I probably replace more A/c units than most.

I am currently using **Collins Comfort Master 480-655-7575**. They do quality work and charge a fair price. They have been in the business for years and I trust them. They take really good care of my tenants and therefore everyone is happy!! They are prompt and tell me what to expect and what is going on. If I am out of state, the tenant can call them for a repair and they bill me later.

I have also used Equi-tech before knowing Collins. I have no problems with the work EQUI-Tech does but I think when it comes to pricing, Don takes better care of himself rather than me. The work has been satisfactory and prompt as he is in Apache Junction, but as of late, pricey.

Another **Collins Comfort Master 480 655 7575** story how they do anything to keep a customer happy!! Yesterday, (SUNDAY!! evening) my tenant called and expressed a concern. Collins had worked on it a few days earlier. It was Sunday evening and I really did not want to bother anyone, but the tenant was concerned. I called Mr. Collins on his cell phone and he handled it immediately. He located the tenant's number from his office records, called her and offered to send a man over at once. Turned out not to be a problem. Because he worked on the unit earlier, he did not charge a penny for the Sunday Evening service call made just to relieve my tenant's fears. It was really a waste of time!! But that is how he takes care of his customers and that is why I recommended him to the SFCOA!

Negative

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Although our HVAC unit was doing its job, we realized it was 12 years old, not extremely efficient, and seemed to not hold an even temperature very well. We contacted Leo Casey at **East Coast Air in Apache Junction 480-861-5793**, who did a study of our needs and wants, discussed options and came up with a very favorable price, all with no pressure sales tactics. The complete system, compressor, air handler and gas furnace, was installed early in 2012, and we were more than satisfied with the performance through the long, hot summer. In addition, Mr. Casey made a couple of courtesy calls after we had used the unit to assure himself that we were satisfied.

4/7/15 - I contacted SRP to take advantage of their annual A/C tune up program. Most A/C service outlets charge about \$60 per unit for this service. Through SRP you can get it before 4/15 each year for \$30 per unit from an SRP trusted service outlet. In my case they referred Isley's Home Service to me. They arrived on time and Charles the technician was pleasant and professional with no high pressure. He discussed what he found and advised me concerning the 12 year old systems future (about 15 years). They are located in Fountain Hills and Gilbert and can be reached at (480) 736-1805.

Jeff