

Testimonials for Central Heating and Air Conditioning copied directly from the web site of independent research firm Ebaso and published in Atlanta Home Reports

EBSCO Research LLC, formerly Probix LLC, was founded by Walt Jenkins in 1997 in Atlanta, Georgia. Walt was inspired to establish the company after hearing discouraging accounts from his friends and family about their experiences trying to find and hire quality contractors in Atlanta. As a direct result, he created the report publications to evaluate and document the performance of contractors with one primary goal: to increase the opportunity for satisfactory outcomes when contracting home service providers.

As an *independent research* firm, EBSCO Research employs a business model *similar to J.D. Power and Associates*, an organization renowned for its research integrity. We conduct extensive consumer research to review contractors, and we use the data to provide testimonials and objective, third-party ratings of contractors in more than three dozen categories.

Companies cannot buy a good rating; the only way contractors can obtain a good rating is by receiving many good customer reviews. Most contractors fail to meet our Best Pick™ qualifications. To be eligible for Best Pick status, companies have to meet our high standards for quality, efficiency, and customer service, and we must have a large percentage of reviews from satisfied customers.

“We have customers that were with us when my father began the business in 1947....As Carrier’s top-rated training company in Georgia, Central’s technicians have the knowledge and resources to serve our customers’ needs. We stand behind every job, no matter how large or small, with a 100 percent satisfaction guarantee.” - Jim Woolley, Jr., Owner

- **Services Offered:** Central offers high-quality repair services, high-efficiency equipment installations, and service agreements.
- **Company History:** Jim Woolley, Central’s second-generation, hands-on owner, has expanded the management team to include Chuck Genoar, Mark Harmon, and Keith MacKinnon.
- **Organizations:** Mark serves on the advisory board of Chattahoochee Technical College, and Keith is on the advisory board of Gwinnett Technical College. Central is a Carrier Factory Authorized Dealer.
- **Awards & Certifications:** The company is a 2007 Carrier President’s Award winner and employs technicians certified by the North American Technician Excellence (NATE) and National Comfort Institute (NCI).
- **Warranty:** Central offers extensive warranties.
- **Licenses:** CN006931.

Select Quotes from Customer Reviews

A selection from more than 700 homeowner reviews:

“Central Heating & Air does my air conditioning, and they’re very good. They handle the big jobs as well as routine maintenance. They had to replace the air conditioner about five years ago, and it’s worked out beautifully.”

“We use Central Heating & Air, and they’re excellent. The quality of their work is very good. We had a house that was very uncomfortable; it had hot spots and cold spots in the winter. When they replaced the air conditioning unit, they reworked some things, and now our temperatures are very even throughout all the rooms, both in winter and the summer.”

“When Central Heating & Air came to my house, it was obvious that they had a lot of experience and knew what they were doing. They installed a lot of new duct work for me, and it was a fantastic experience. We’re going to keep them.”

“We use Central and have for many years. We’ve always had the yearly maintenance through them, and they do any repairs as well. They have honesty, integrity, and excellent service. It’s a dream company to do business with, and we feel totally confident with them.”

“I had them install two systems in my home, and I would definitely recommend them. Since then, we’ve signed a service agreement, and they’ve come out on follow-up visits. They change the filters and check the Freon, and they’ve done a great job with all of that.”

“They were thorough. The service person, they were good with communication. They knew how to really explain. They fixed a heating problem that we had.”

“They address the problem, and they treat you fairly. When they leave, it’s fixed. We’ve used Central Heating & Air for everything from simple repairs to the semi-annual checkup on our heating and air system. I’d recommend them to anybody. They have done a good job for us. I can’t deny it—they have our business. Their people that come out are kind, they’re courteous, and they listen to you.”

“I’ve used them for 20 years. And we’ll continue to use them. They maintain our units, and we have also purchased new units within the last ten years. They have excellent emergency service, and it is personal service.”

"They've done a wonderful job for us over the years that we've lived here. They know what they're doing....They're just on the ball."

"They installed a new air conditioning unit, and they did a whole lot of duct work. They're very professional, and we like them a lot."

"I've used them for as long as I've been in this house, which is 28 years. They were always there when I need them. And I've had a couple of air units replaced over the years. I'm under contract

with them, and if I have a problem, they're here, and they had to work on the Forth of July to replace an air conditioner for me once, so I will be loyal to them."

"We use Central Heating & Air, and we've been quite pleased with them. We have an annual maintenance contract with them, and the thing about having that is, they put you on priority. They've always been very courteous and prompt and reasonable."

"We found them in the Home Reports, and we've had them do maintenance twice a year for probably the last seven, eight years. They are just really good. They go out, and they clean the outside handler and everything, which I've never seen anybody do that."

"The one instance that I had at this location, I used Central Heating & Air. I've known them almost 40 years now, and they have a great reputation. Their people are just top-shelf."

"We've used Central Heating & Air for 25 years. They are excellent. We like the fellow that comes out here, and we signed up for a contract; that means we've got priority, and if it goes off in the winter time, or in the middle of the night, they'll come right out the next day and move us to the top of the list. And they're just very knowledgeable and good people."

"They've done tons of stuff for me. I've used them for a number of years, actually. They started out replacing an upstairs furnace, but now they do my twice-yearly maintenance. They replaced my basement heating and air conditioning unit about a year and a half ago. I have zero complaints. That's partly why I've stuck with them. They show up and get it done. They've actually been excellent. I have no reason to stop using these people."

"I had Central Heating & Air come out in October of last year and clean the heating units upstairs. I had never had them cleaned. They did a very good job on that. I was impressed. I thought the price was quite reasonable. I would call them again."

"They were awesome. They show up on time, when they say they're going to do it. They charge you what they say they're going to charge you. They're very efficient and effective at fixing the unit."

"They provide good, timely customer service, and they are very knowledgeable about their product."

"We use Central Heating & Air, and we've been using them for close to 30 years. They serviced our home, and they're wonderful. About a year ago, they came in and put in a whole new heating and air conditioning unit. They're still taking care of that now."

"Central Heating & Air, I've used them for many years. The guy was just here today. They do an excellent job. They have always been prompt when I call. The service is regular and pricing has been fair. Their customer service is probably above everyone else's."

"About three weeks ago, they came to do work for me. I have been with them for about three years. We switched from a competitor, and Central Heating & Air doesn't try to upsell you, and

it's just been a pleasure doing business with them. They do the work well. They do it correctly the first time, and they have the parts with them, which is a major help."

"We use Central for heating and air conditioning, and they're excellent. They're just very professional, always on time, and knowledgeable. They're just a top-notch, professional outfit."

"I use Central Heating & Air. They do my annual service. They're wonderful. I would recommend Central to others."

"We have had them put in a new AC unit, actually two—one on the main floor and one for the second floor."

"I like Central. They're wonderful, but they don't come to Cumming. When we lived in Alpharetta, we had a contract with them. I would give them like an A++."

"We had one put in here about three or four years ago, and Central Heating & Air are the ones that maintain it. They do a very good job. When you call them, they come."

"I use Central Heating & Air, which I got from the Home Reports book. Their technicians are very well trained, and they're very polite. You can just tell they are really fine young men."

"I use Central for heating and air. What stands out about them is their promptness and their good quality of work. I definitely would refer them to people."

"We've been using them for years and we have been happy, always. They show up and call ahead. They do what they say they're going to do. They don't sell us things we don't need; they're honest."

"We use Central Heating & Air, and they have done very well."

"We have four air conditioning units in our home and one of them, close to the bedroom, it wasn't that it wasn't cooling, it just didn't feel like it was cooling right. So, I called them at 7:21 in the morning, and they got here around 10:15. By 11:00, I had the cooling. A company that does that kind of work for you is good."

"I have used Central Heating since 1990, without interruption, so that means I'm very satisfied with their services. Over the years—it's a little over 20 years—I have bought two furnaces, with air conditioning, and one heat pump."

"We use Central Heating & Air and recommend them highly. They do some of the maintenance for me. They installed a unit for us last fall, and we're happy with it. They have a long track record with me."

"I've used Central Heating & Air, for probably, twenty-five years, and I think they do a fine job. They show up when they say they're going to. They've installed new equipment, and they've repaired old equipment. They do a general, once a quarter safety and official check on my

systems. After 25 years, if I'd had any real problems with them, I'm sure I would've changed. I think they're good. I would recommend them."

"Central Heating & Air is excellent, and I've used them for 26 years. They installed my system and they service it. They're good with service, reliable, and professional."

"We called them about repairs, and they've been very responsive. They've always been very responsible and done what they're supposed to. They've been good."

"I've been using Central Heating & Air for 25 years. I'm on an annual maintenance plan. They come a couple times a year and take care of everything. When I need them, they show up."

"I use Central Heating & Air for heating and air. They have a good track record with me. I've not had a problem with them."

"I loved Central Heating & Air. They're reliable."

"They're very responsive. They serviced and they installed my units."

"I have a contract with them. They installed a new air conditioning unit for us. They made it work."

"I use Central Air, and I've used them for years, so I don't have any complaints."

"I've used Central Heating & Air for 50 years, and they've done a good job for me. I've had them do two or three furnaces, two or three air conditioning carrier units, and I have a Genspring generator."

"I use Central Heating & Air, and they're great. No problems with their services."

"For heating and air work, we use Central Heating & Air. We've been using them for, probably, over 20 years. We are very pleased with them."

"I have an air conditioning company that's wonderful—it's Central Heating & Air. They've been wonderful. They're able to come out very quickly and they're very thorough. They let you know how much each thing would cost, what would be perfect, and what's necessary. They give you the full range and don't push anything on you."

"We use Central Heating & Air. They're always perfect. They just do a good job."

"For heating and air conditioning services, I just switched to Central Heating & Air. They were really honest. Another company told me I needed a new air conditioning and they told me I didn't. I switched, because I felt the company I had before was always trying to sell me some things. They were very honest about what I needed."

"I think they've been good."

"They came out and did a replacement unit for me. I currently still use them for my maintenance and service work of the unit. They seem to be very professional. They've got uniforms and seem to know what they're doing, so I don't have any problems with them."

"I use Central Heating & Air, and I've been with them since the '80s. I've got a contract with them; they do all my service. I like them just fine."

"We used Central Heating & Air. I don't have much experience with them, just that we bought a new unit, and they did a good job. They serviced it, and they took good care of us."

"We're on a scheduled plan with Central Heating & Air. They did a great job, as far as installing. The thing about them is, if they get it wrong, at least they work to get it right. The staff is great in the office, and if you need to speak to an engineer, you can there."

"Central Heating & Air did great. When they did the initial install, it seemed like a really thorough job. And, there's a couple of things they did afterwards, just to double check on things. I've been pretty pleased with the quality of their work."

"Central Heating & Air is great. We had an air conditioning unit go out a couple of summers ago, and they came and fixed it over the weekend."

"They've been pretty good. They've done service work and replaced a unit for me."

"We got Central Heating & Air out of Home Reports. They replaced our entire furnace for downstairs and put in additional duct work. It was perfect."

"Central Heating & Air, they do a really nice job. We have a service contract with them. They are mindful of our time."

"We use Central Heating & Air. We've got a service contract with them. Since we've moved here in 2002, they've done everything to the finest. They put in the zone system, they zoned it out, they put in a new compressor—they've done everything."

"We use Central Heating & Air for the winter and summer maintenance. They have consistent service, but it's not always the same person."

"Central Heating & Air I like a lot. I found them in, I believe, the Home Reports book, and I used them, not only for some new units and for my repair, but also for a service contract."

"I've used Central Heating & Air. They came by and changed out my furnace and my A/C, and they did a great job with that."

"We use Central Heating & Air and we found them in Home Reports. I think we had the control service, where they just come out and see if everything is okay. We have also had an emergency and that was done well, as well."

"I love everything about them."

"The folks at Central Heating & Air are very courteous and they come when they say they will. They get the work done."

"I have Central Heating & Air, and I've been on their program for five years, and I'm very pleased with that. I moved into a new house, and I'm on one of those programs where three times a year, they come out and do the service and all that. They show up when they say they're going to. I feel comfortable with them in the home, very much so."

"I think my air conditioning folks are Central Heating & Air. I have their maintenance contract. They've done pretty well. They show up on time, and they treat you well."

"We've used Central Heating & Air for fifteen years. They have done major work, like replacement. They clean up after themselves, and the technician is always professional."

"We've been doing business with Central Heating & Air Conditioning for, probably, 40 years. We've always been very happy with them. They maintain our system well. I've upgraded my furnace through them. They respond quickly, so I'm very happy with them."

"Central Heating & Air was a good one for us. They did not do any installs. It was mostly maintenance and we bought a maintenance package through them. I thought it was great. They were very quick and good."

"We've used Central Heating & Air, and we've been very pleased with their activity, too. They installed some units for us and we've used them since as our regular check and maintenance."

"We use Central Heating & Air and we've been very happy with them. They have no problem coming to Sandy Springs. I've gone through a few others in the past seven or eight years in Atlanta, and Central is definitely the best. They've fixed problems that others have caused."

"I use Central Heating & Air and I've really liked them. They actually installed a new furnace and air conditioner for us, and we're really picky in terms of companies; we had gone to several other companies that were awful. We also use them for maintenance."

"Central Heating & Air has been very good for us. They both installed and serviced our system."

"They installed our unit a couple years ago, so we've been using them and their service contract since. They did a good job. They come out twice a year."

"Central Heating & Air did excellent. We ended up getting a service contract where they come out like twice a year and just keep everything topped off. I don't know exactly what they do."

"I think I used Central Heating & Air, and they were good. We had to get a new furnace put in, so they helped us with that."

"We use Central, and I don't think I have any negatives about them. But a couple times when I've needed them quickly, they've been very responsive, and I've actually had them come out the same day, a couple times."

"We have a maintenance agreement with them. We didn't use them this year for the first year in eleven years, but we've had it for eleven years. No problems there. I've loved all my technicians."

"I use Central Heating & Air. I have a contract with them. They're fine, and they're perfect. I've been using them for quite a few years."

"For heating and air, we use Central. They're just great. Everything has been as promised. They were just very professional, and we were very happy with the work."

"We love Central Heating & Air. They had put in a unit for us before, and they've kept doing the service here. We're under their maintenance contract, and they're very responsive. We had a problem recently, and they were all over it."

"I use Central Heating & Air. They do the maintenance on a new unit I got last year. I typically see the same technician. They're just overall very good."

"They came out and worked on our air conditioner this summer, and I was pleased with what they did. I got their name out of Home Reports. I did get the winter/summer maintenance with them."

"I've been using Central Heating & Air. I got them out of Home Reports, and I've been happy with them. The most recent job was just service. They installed two new units in our house, one upstairs and one on the main level. And that's all been good."

"They do the maintenance. They're prompt to show up, they're very good, and I feel comfortable with them in the home. They've been coming for years."

"We've had an excellent experience with Central Heating & Air. They put in two systems, one about twenty-four years ago and one about three months ago. I have a contract with them, where they come out and check it periodically. They're very good. My wife and I feel comfortable with them in the home."

"I love Central Heating & Air Conditioning. I've been using them for over twenty years."

"I use Central Heating & Air, and they do what I want them to do. The personnel and the people are good, so that's what I like about them."

"We have an annual contract with them, so they come out and service twice a year. I highly recommend them."

"We use Central Heating & Air. We're very well-satisfied with them. We have a contract with them. We've used them for about three years, I guess."

"Through the years we've been with Central Heating & Air and they've always been good. Besides maintenance, we put in a new air-conditioning compressor maybe five or six years ago, and they were very good about that. There were some problems with it, and they always came out and looked into making sure it worked right and they got it right. I have a maintenance contract with them. They come three or four times a year."

"We have a heating and air conditioning company that we have used for 25 years. That's Central Heating. We have a service contract. They've been very good about checking. And the few times when we've had some problem, they have been very prompt about showing up after we called. The people seem to know what they're doing, and they're present."

"I like it. They show up on time during the appointment. They make an appointment, show up on time. They maintain and replaced my unit."

"The other one I've used out of the book which I love is Central Heating & Air Conditioning. They're fabulous. I highly recommend."

"We have Central Heating & Air. We have a contract with them and I think we've been with them for a while."

"We use Central Heating & Air. They've done excellent. They show up on time, and they do the work they're gonna do. So far the work they've done, we haven't had it redone. We are on a maintenance contract."

"We use Central Heating & Air, and we've been happy with them. In fact, I think I got them off of Home Reports. They just consistently follow up with you—'Hey, it's time to reschedule an appointment.' They're always on time, and they call you beforehand. I don't feel like they're overselling stuff. They tend to tell you if there's anything wrong, and what you need to fix. I don't get that every time, so that's a good thing."

"We've used them for maybe 30 years. They have done a good job. The workers are excellent."

"I use Central Heating & Air. I have a service contract with them. They come out when they're supposed to and on time."

"Central Heating & Air Conditioning—I think they're great. I've been using them for 15 years. They come out here twice a year and do the inspections. If something's wrong, they fix it right away. If I need them to come out on an extra service, they come out right away. They're excellent and I'm very satisfied. I'd give them an A."

"I like Central Heating & Air. They are absolutely fantastic. They're in Home Reports; that's how I got them. They come out, and it's like they are genuinely glad to be there. And they don't mind spending a little bit of time with you and various other things that happen to come up. They just give feedback, and it's very well-received on my part."

"Central Heating & Air is who we use. We really like them a lot. They were here when we built our home. And they've done all of our electrical and all of our heating and air. They are a really good group. Their customer service stood out. They do maintenance twice a year, actually, in the spring and in the fall."

"I love them. I would give them an excellent grade. They do very good. I have had them for years, and they just keep getting better and better."

"Central did our heating and cooling. I think we probably got them out of Home Reports too. We actually had an air conditioner replaced and an air system replaced and another one repaired I think by them. It's a fairly good long track record."

"I use Central, and I really like them. They are responsive. I have some kind of a plan with them where if I have a problem, they come out and fix it within 24 hours. They've always done good work for me."

"I like Central Heating & Air. They're responsive, and they fix things quickly. They've maintained my unit and have replaced it as well. They come twice a year."

"We have used the same heating and air company for a long time—Central Heating & Air. I'm not really sure why we stay with them. They have always met whatever expectations we had. They have never replaced my unit. It has been maintained, and this house has the original unit in the house. It is seventeen years old. I would say the technicians are knowledgeable. We have had the same technician for a number of years. It is important because he is good."

"We use Central Heating & Air, and we actually got them from Home Reports. They were great. We were very happy with them. They're good."

"We use Central and we have a regular service with them. Other than the checkups, the last thing they did was a new furnace and air conditioner a few years ago. There was a small problem with the air conditioning last summer—it wasn't a big thing and it was under warranty—and they fixed it. I would certainly recommend them."

"It's called Central. Their work is excellent. They come out on time and do a good job overall. I would grade them an A."

"I use Central. I use those guys and I have the service agreement with them, and I really enjoy their work."

"I have used one. The company I have used is Central Heating & Air. They have been very reliable. I like them. They maintain the unit for me."

"I think they're fabulous. I've used a couple different companies, but I think their customer service is great. They're easy to reach. They seem to always be able to get to me quickly. They've just done a good job. We've had a few issues with our heating and air, so they've done a good job."

"We also used our air conditioner people from you guys. Central Heating & Air did the maintenance. We like them, we really did. They haven't been around more than a year. It's just been this summer, early summer. I feel like I would have them back. We need to have some duct work done, so I think we're going to use them."

"I'm trying to think of the heating and air guys that we use, because I kind of like them. It's Central. I think I might have gotten them out of Home Reports. I've got the contract with them and the guy who comes out, Charles, is a nice guy. He made a recommendation of something I need to have done in the future. He told me to ask for him and that he would come back personally and take care of it. They're just really nice."

"I use Central Air & Heating, and they come out twice a year—every six months. They do a good service and I am going to keep using them."

"For heating and air, we use Central. They have done excellent, and I'm real pleased with Home Reports."

"I use Central Heating & Air Conditioning. So far it's good. They've just done maintenance. I've been happy with them so far."

"We like Central Heating & Air. They're very cost conscious, and they don't overestimate anything. They're conservative, and they come when they say they're going to come. They're courteous and they do a good job."

"I use Central Heating & Air. They replaced a couple of our air-conditioning units, and then they come out every so often and maintain them. I've been very happy with my service with them. I think they have very good customer service, and they are always very prompt and they always come when they say they are going to come, so we've been very pleased with them."

"Central's what I always use. They are also on the Home Report book. That's the company I used. We called a few different companies to come here, and we had some problem with the air conditioning during the summer. We were doing all this repair. The other few companies came, and they couldn't figure it out. Central came out, and he spotted the basement, the inside unit. He found the problem and replaced it. It is beautiful. I recommend Central. They are good."

"They did a service on the air conditioning. The technicians seemed knowledgeable. I was satisfied with them."

"I actually use Central Heating & Air, and they're great. They're really good. Every guy that's come by and checked my air conditioning or my heating, they've always been really good at finding the problem. I haven't had any problems with it. And they're all really nice and courteous fellows."

"Central Heating & Air, they're our heating and air company, and we really like them too. They're just very professional. They're on time when they say they're gonna be on time."

Scheduled appointment, just pleasant to deal with, and professional and point things out. They don't ask me to replace parts or filters if they don't need them or anything like that."

"I changed to Central Heating & Air. I saw the Home Report, and they are one of the number one companies, so I followed that and called them. They're pretty good, because they fixed the problem that I had. And, unlike before, they gave me the monthly installment for the maintenance agreement."

"Central installed a new furnace and air conditioner. They did a good job. I would use them again."

"Central Air, who also I got from Home Reports as well I think. Central Heating & Air Conditioning—they're very good. I had them install a whole new HVAC system, and they did a great job."

"I use Central Heating & Air. They are excellent. Again, I have had very good service from them. I do the maintenance contract with them."

"I use a company called Central Heating & Air Conditioning. It's excellent. They did a good job, and they said they would be here when they were here. They showed up when they said they were, and from what I can tell they did a great job. Just everything."

"We are currently are using one. They seem to be alright. They just come for kind of basic services and stuff. There hasn't been any problems with the HVAC system. Central Heating & Air, there's nothing that stands out. Like I said, they've come out and done the work. They come out once a year to check the systems and everything. They're very thorough, at least for what I've seen. I kind of stand there and watch them do everything, so they're very thorough. Nothing has been broken or needed repair or anything like that."

"We use Central Heating & Air. They've been doing the service for about 20 years or more. We're on the contract with them and it's more than paid for itself. They come out every four months and do a maintenance service, and that was almost four months ago, so they'll be here soon. One weekend, two years ago, things went out and it was snowing and very cold, and within six hours they had everything repaired."

"I called one of the guys that are in Home Reports for heating and air, and Central sounds familiar. They did a repair. I had an issue with a clog, and they came and unclogged it and got the machine running again. It was a small thing—they had to clean one of the lines. And then they check the A/C. They did a great job."

"For heating and air we use Central Heating & Air, and they do a good job for us too. We haven't had any trouble with them, either. They do winter-summer maintenance, but they've also replaced the air conditioning unit. We've had them do some work on my daughter's condo as well. They've done summer and winter maintenance for her, too. Central's not been any problem. We haven't had any problems with them."

"We use one of the rated guys that Home Reports has. I think it's Central Heating & Air. The technicians are great. We haven't used them this past year because of expenses. In the previous years that we've used them, they were very good, helpful. One thing I don't like about them is that they're always in for the upsell—always trying to recommend humidifiers and purifiers and all kinds of stuff. But for the basic service and service techs, they're very good."

"We have a maintenance agreement. I think it is Central. Central Heating & Air out of Atlanta. They have done routine maintenance only. We haven't had any issues, so I really can't say. We haven't had anything go wrong."

"We use Central Heating & Air. They have replaced our whole system. They replaced two units, put an extra zone in a second unit, redid ductwork in the attic. They did everything, basically. It was a team. There were several people working on it at one time. They seem pretty attentive. There were a couple of issues that I brought up. They addressed them immediately, and it was fine. They were very responsive. They did a good job."

"Central Heating & Air came to fix our air. The heater was not working, so they came here and repaired that. I feel like I could recommend Central. That person, in particular, we liked him. He did a good job; he was very nice."

"Central Heating & Air—superb. Once you have a contract with them, they come to you and say, 'Hey, its time,' and they schedule it; it doesn't take two months to get it scheduled. Quite frankly, I had a situation with my daughter this past winter. She didn't have a maintenance contract with them. I called them, they serviced her that afternoon, and it was an incentive for her to get on the maintenance contract."

"I used one today, as a matter-of-fact. They did a great job. As a matter-of-fact, I got them right from the Home Reports book. They were rated in the book, Central Heating & Air. Just absolutely excellent. I liked that they responded quickly. I'd call them today, and they were able to fit me in. Actually, they had originally fit me in for a late afternoon opening. They had something open earlier. They called me back, and we got it done early, which means a lot when it's ninety degrees. And the guy was very professional; he got the bad unit fixed up and out of there in a couple of hours."

"Well, my HVAC company is Central. They are good. I mean, I have been in my house 25 years, and they have been taking care of stuff for at least 15 out of the 25. I mean, it's a system that I inherited when I bought the house, but they are good. They are very good. They are responsive, and I have to say that's been real important when you do have an issue."

"I have used Central Heating & Air Conditioning and they've done a very good job. It's actually my second time doing a contract with them, and I find the maintenance workers very polite, friendly, and professional. And they've done a very nice job for us, as well."

"They installed a new furnace, heat pump, and air conditioning unit. It's actually one of the best brands. They were very responsive. My furnace blew up just before Thanksgiving. They finished installing the new one on Thanksgiving Eve. That was a big deal to have them come so quickly

because it was my upstairs main house furnace. They have been very good. I have a service contract with them."

"We used Central Heating & Air, and I don't have any complaints about them. No reason to change. I don't think they come out quarterly, but they come when they're supposed to."

"Central Heating & Air was good. They've done general maintenance and made some recommendation on things that we could look at doing. They come out twice a year. They're real professional, and they do the work when they say they're supposed to."

"We currently use them and have used them for years. They come out on time, and they're friendly. They make recommendations for things that need to be done that you're probably unaware of. They handle all of the air conditioning and heating needs. They come out several times a year. If you are one of their contracted people, you pay for the years, and they come out and take care of all of the unit's needs. And in our house we have four."

"I can't remember the name of the air conditioning and heating group we had. We got them out of Home Reports, and they did a fabulous job. It might have been Central. They were good. We haven't had any bad experiences. They only do when called. We did a replacement just one time."

"I think I used Central Heating & Air, and they were fine. It was to do an upgrade, but that wasn't last year. I think it was the year before. I was happy with everything they did."

"Central Heating & Air—we have used them for years because they are very thorough in their work and very reliable. I don't think I've changed to anybody else. And we have the yearly contract where they come out and change filters and that sort of thing. I've been happy with everything they've done for me."

"Central Heat—I think we might have found them in Home Reports. We used them. We've been here in the house for ten years, and we've used them exclusively since. In fact, the people we bought the house from used Central Heating & Air. They've been coming every six months, like clockwork, to check on everything and do everything for me."

"We have used Central Heat & Air for years. They are the best. We have used them for almost thirty years with the exception of about five years. Their customer service makes them the best. They are great."

"I have used Central Heating & Air for a long time. I'm very happy with them. They have installed a system for me, and they have done maintenance. I have a service contract with them. They always seem to come out on time."

"We have used one of the companies that you recommended—Central Heating & Air, I believe it is. We have a service technician that has handled our account on maybe three or four visits. He is an extremely informative guy and we like him a lot."

"My air conditioning people are Central Heating & Air. They're fantastic. They do the winter and summer maintenance, they have replaced my air conditioner, and they've replaced my furnace. They added duct work in my bonus room. They put in a new air filter thing. They've done a few jobs, and they're very clean. The one guy even vacuumed my hallway. I said, 'I can vacuum,' and he said, 'No, if you've got a vacuum cleaner, I'd be glad to vacuum for you.'"

"I use Central Heating & Air, and they have done wonderful for me. But they are not in Cobb County. They are very large, and they are in town. They are Carrier distributors, and they are excellent. Central Heating & Air did a great job, too, with the Carrier system."

"I like Central Heating & Air. They are prompt, they are on time, and they do good service. They have always treated me fairly. They replaced my entire heating and air conditioning system. They seem to be quite knowledgeable, and Carrier, who was the provider of the air conditioning and heating unit, have them as one of their premium providers."

"I had a maintenance contract with Central Heating & Air. I think they are in your Home Reports book; that may even be where I got their name from. They were fine. They were responsive. When I do a maintenance contract, it is primarily for that time when I am going to have an emergency. And whenever I had an emergency—thankfully not too often—they were responsive, and I was always thankful that I had that contract."

"I've used Central that's listed in Home Reports, and I've used them for a long time. I have them in here three times a year on a maintenance contract, just to check the filter."

"Central Heating & Air—they're good. I'm on a maintenance and service contract with them. They put in three or four new systems and it went well."

"I thought the company was absolutely fabulous. It was Central Air Conditioning or something. Central Heating & Air. The people were just wonderful."

"Central Heating & Air are the ones that we subscribe to, as far as the annual checkups and so on. We like them very much. They are very honest and nice whenever I talk to them. I would give them an A."

"Central Heating & Air Conditioning—my favorite. They were in Brookhaven, and now they're up here off of Buford Highway. They're very good too, and I'd like very much to recommend them. They're Carrier dealers and they did an excellent job. They put mine in about five or six years ago—complete system, rebuilt with a heat pump with all the highest SEERs and everything else. It runs beautiful, and it saves us a lot of money. I would recommend them. They've done heating and air conditioning, and they do our maintenance work and I have a maintenance contract with them. They've done my two daughters' houses and my son's house. The technicians come out when they are supposed to. They have good equipment and they get the problem solved. They're good."

"I've used them for 45 years. They let me know when it's time to come and check my heating and air conditioning. They come three times a year. They are very polite and nice. I feel very comfortable with 'em."

"I use Central Heating & Air. I'm not sure if they're in your publication or not. Central Heating & Air have been taking care of my HVAC units for three or four years now. I have an annual maintenance contract with them, and I really like them."

"We just had our air conditioning and heating replaced. That was done by Central, I think. They were very good. They did exactly what they said they were going to do and more."

"Central Heating & Air is who we use for our air-conditioning units. They're in Home Reports. They send you reminders when it's time to change your filters. They're very clean. They put stuff on their shoes before they come in the house, and they do their work and they're done. They don't mess around with hanging out. You don't have to worry about getting rid of them."

"We work with Central Heat & Air. They had a contract with the guy that owned this house when we moved in. So, we have been using them, and they are pretty good. When you make an appointment, especially in the summer, they come pretty quickly. That, I think, is important. They always do a reminder call, and I have never had a problem. They give you a timeframe, and they always show up in the timeframe."

"We use Central Heating & Air, and they are good. They are reliable, and they do what they are supposed to do. They seem honest, and they are not trying to get us to do extra, I don't think. It seems reasonable. They have replaced a unit, and they have also maintained it for us."

"I work with Central Heating & Air. They have always been good for me. They do my maintenance, and whenever I've needed something, they are here immediately. And they are efficient and very responsible and reliable."

"I use Central Heating & Air. I like Central because they're very timely and professional. They've answered all of my questions. I've been very pleased with my service agreement with them. The air ducts are with Central Heating & Air. They do both."

"I use Central Heating & Air, out of Brookhaven, and they're good. They do a good job. They're just consistent. They send their guys at 7:30 in the morning, which I prefer, so I don't have to be home at 11:00 when I have to be to work at 11:00. They're just good at keeping their schedule and coming out twice a year. I have a maintenance schedule with them. They're just one of my neighborhood groups, so they do a good job."

"I have used Central Air. Their service was very good."

"I like Central. They're good, quality people that are well trained. They are responsible and reliable, and I have used them for several years. I got a new system from them a year ago. They seem to have good, well-trained people. I've liked all of my dealings with them."

"I use Central Heating & Air. They do a good job. They do routine maintenance, and probably six or seven years ago they installed some new units as well. When you make an appointment, they're there when they say they're going to be, and they're courteous and professional. They seem to know what they're doing."

"We like Central Heating & Air. They're just quick and reliable. They don't come and tell us we have a hole or something, which I don't always trust. We have just been quite satisfied with them, and they do a thorough job when they're here checking things. They're good."

"They're good."

"We have a heating and air company, and we love them. We have Central Heating & Air. They're heating and air. They come when they are supposed to. If they call, I think they are honest."

"We have Central Heating & Air. I like Central. They replaced my air conditioning unit about two years ago, and they did a very good job. They come and do my maintenance, so they're a good company."

"We use Central, and we're very pleased with them. We've subsequently moved from Atlanta, so we don't live in Atlanta anymore, but we used Central while we were there, and we were very pleased with them. We were there for 14 years."

"We use Central Heating & Air. They're very reliable. If we ever have a problem, they come right out. They call to remind us when we need our furnace checked or our A/C checked, and they've also changed the filters. They do maintenance so that it lasts longer. We've been using them for over 10 years, I guess 15 maybe. My sister uses them as well, so I like them a lot."

"We use Central Heating & Air. They're doing a good job for us. I have a service contract with them. The technicians that they send out are good. We have no problems with Central Heating & Air at all. They're good."

"We've used Central Heating & Air for years. They've just always been good. They're prompt, they come out when they say they will, and they tell you if there's a problem. They give you an estimate, and they always do what they say they're going to do."

"We've had Central for years. They have done everything except refrigerators—new heaters, new air conditioners, ongoing stuff. We've had them for probably 25 years. They have just been consistently nice—the guys that come out—for the most part. We haven't had any problems with that."

"We've got a contract with Central Heating & Air. We liked them well enough that we signed up on an annual contract. We read about them in Home Reports, had them come out on a minor checkup, and we just liked what they did. Then we had them on a small repair and liked what they did on that. We've had to have them over here several times for different things, plus the semi-annual checkup service."

"We've used Central Heating & Air for the last couple of years. George is our guy. My experience has been awesome with them. For the last two years, we've had a problem with our furnace, and they showed up both years on a holiday. They sent the same guy out two years in a row, which is great. We just love them."

"I use Central Heating & Air. They have been very responsive, and they came in and basically redid our whole house a couple of years ago. They did an excellent job. Everybody was very professional, very nice, and cleaned up after their messes. So in general, they just did a good job."

"I used Central Heating & Air, and they were great. They installed two new furnaces for me and did a great job. It was quality workmanship and a great service. They were just very responsive. They gave me a really nice, fair deal on the two furnaces, so it's a great company."

"I use Central Heating & Air. Their service performance, their salesmanship of the product, and the functioning of the product are what stood out. The last thing that they did was a maintenance check last week. They also installed heating and air about a year ago."

"We had Central come out for heating and air. I get all of my companies out of Home Reports. They were very thorough, and they had a man who was very knowledgeable. He came out and talked to us and pretty much got a whole new heating and air conditioning system."

"I look at the Home Reports book. I use that book pretty religiously when using client contractors, so I appreciate what you do. I used Central for a new heating and air system about a year ago. I used them to replace the air conditioning, the condensing unit, and the furnace, so it was a complete replacement. I was pleased with the work they did. It was just an installation."

"This past year I used Central Heating & Air, and I believe I got their name from Home Reports. I plan to use them again this year because I was really satisfied with their service. The technician was very knowledgeable and fast and knew what he was doing."

"I use Central Heating & Air. We had always had a problem with our air conditioning; it just didn't seem to be cooling the house. Multiple companies came through, and they just said, 'Oh, it's a big, open house. You just can't get it cool. That's just not the way these houses are built these days.' But then we called Central, and actually, I think we called them because of Home Reports. We found them, and the technician they sent out said, 'Oh, you need to clean your units.' That very day, it made such a big change in the way the unit performed. His advice was correct. He said, 'You're supposed to do this every two or three years.' At that point it had been six years, and not one person had ever mentioned to us that we had to do that."

"The company we've used on and off throughout the years for heating and air is Central Heating & Air. I usually signed a contract with them to service us and come out and change filters, and I hadn't done it in the past year. But there's someone that I've used over the years, and I've been really happy with them."

"My heating and air work is with Central. So far we have just used them for seasonal tune-ups, so we haven't had them do any major work. They're very straightforward, and they haven't tried to sell us anything. I like how they're honest and don't try to sell you something before you need it."

"Central are our heating and air people, and I think I got them out of Home Reports. They come out for the heating when we're getting ready to go into the heating season and turn the heat on, and then of course they do the same for the air conditioning. It's probably every six months or so. My experience has been very good. As a matter of fact, we felt as though one of the bedrooms on the one side of the house wasn't getting the heating and air conditioning that it should, so they put in some ducts for us and it was better after that."

"I use Central Heating & Air out of Home Reports. I've referred them to both my parents and my wife's parents, and they both had a lot of good things to say about them. They replaced a furnace at my parents' house, and then they replaced both of the furnace units at my wife's parents. I would rate their customer service as excellent overall."

"We use Central Heating & Air. They installed one of our systems, and they maintain both of them. They're really good. They do great work, and they're really professional and on time. We really enjoy them."

"They installed a unit and a furnace in the basement, and they did a good job."

"My experience with Central has been excellent. They came out when they were supposed to, and I've had the same technician come out each time, so he knows the deal. He was one who helped install the system and replace it. They did a wonderful job continuing to maintain it."

"They're in the Home Reports book. I've had them since 1980-something when we were in Brookhaven. I had them in Brookhaven, and then transferred when we moved out to the country. They come when they say they will, and they're very reliable. They don't try to push anything that isn't needed, but they tell me when something might need adjusting or something. As I say, I've used them since 1980-something."

"Central Heating & Air put in a new system for one of the floors, because it wasn't cooling enough. We had another system put in for the basement. They have replaced systems that have worn out. They have done duct work. They repaired whatever we needed, like the systems that go out for no particular reason. They are always really good about coming and repairing. We actually haven't had bad luck with any of Home Reports' companies, to be honest with you."

"I have a heating and air company—Central Heating & Air. They're excellent. They're here on time and do magnificent work. Maybe Home Reports is where I got the name. They're excellent."

"Our heating and air conditioning company is Central Heating & Air. They're in Home Reports. We used them at our old house and brought them over to our new one. At our old house, they

replaced part of our air conditioning unit, and they were just really great, friendly people. They just service our air conditioner now."

"I'm pretty happy with them. I had them install the air conditioning system and the new heating system, in fact. That's been pretty good. I have a service contract with them, and they come out every year. Actually, they come out every three months or so, whenever I call them, to change the filters and all that stuff."

"They're really good. We haven't had any problems. I do the contract with them, so they just come twice a year and take care of it, perform the maintenance check and everything. It'd be any time around February when I'm due again."

"They did a great job. I got a maintenance agreement with them, and they come out all the time and make sure everything's running. They check four times a year, I think."

"We usually use the ones that we find in Home Reports, Central Heating & Air. They've always done a great job. We had a service contract with them. I don't think we do anymore, but it's not for any other reason except that we let it lapse. I think they did maintenance maybe a year ago, which reminds me, I need to call them. The technicians were always great."

"We use Central Heating & Air. We actually got a new air conditioning system and furnace from them years ago. I loved them, plus we used them with our company. They were really good. We always use them."

"We use the same company we've used since we moved in; we don't change very often. It's Central Heating & Air. I keep calling them back because we've always dealt with them and never had any problems. We have a contract with them, and their technicians are very thorough and very polite."

"We use Central Heating & Air, and we love them. They're very professional. They've worked well with us, and they've come out quickly when scheduled. They're just very easy to work with."

"We used Central Heating & Air the last time, and they were very good. There was no contract."

"For the A/C and the heater, the furnace, I got the company from Home Reports. I think it's Central Heating. They did an excellent job. I don't remember exactly how many times they have come out. They do that routine check thing; I don't know if it's once a year. I think it's twice. They come to check the air conditioner, and then they come to check the furnace. So far, they've already done the two. The job is done. The same technician has been coming every time. I like their job; it's a very good job. I have a friendly relationship with him, and it's good to see the same person every time."

"We use Central Heating & Air because of the recommendations in Home Reports. They're outstanding. They put a new A/C system in. They're very professional and explain things very fairly. Obviously, they're experienced, because I watch them all the time and I can tell the

difference. They put in a furnace system in a very small utility space that's extremely tight. They were very proud of what they had done. They took pictures because it was so tight to get all that in—two different units in a very small, little area."

"I have a maintenance contract with Central Heating & Air, and they also put a new unit in a couple weeks ago. The experience was really good. They follow up really well. They got the job done ahead of schedule, and they're really attentive."

"I used Central Heating & Air Conditioning. We wound up replacing all the ducts, and they did a great job. What stood out about Central was their attention to detail, getting it right. We have an old house. They quoted me. Then we were cutting holes in the floors for the new ducts, because the house was built back in '28, and in one of the rooms there's this old tile floor that's been there since 1928. They never realized that there was about six inches of concrete underneath the tile, so they had to cut through all of that to put the new ducts in. They never complained, never increased their bills. It was just part of the job. Anyway, we had a few balancing things, but they came back, and they got it. I'm really happy with the final product."

"I'm very pleased with Central. I have a contract with them. They come out three or four times a year, and they actually service us four times a year. They service my furnace, clean my filter, put in a new filter, and check the heating and air system. I'm very pleased with them."

"We used Central Heating & Air. They were good. They were prompt, and they did exactly what they were expected to do."

"We've been using Central Heating & Air for probably about 20 years. We keep using them because they do a good job. They've installed systems, done maintenance, and they come out on time."

"I use Central Heating. They've always done a good job, and we've been happy with them. They just come and do my maintenance, but they've always done a good job."

"I use Central. I just had to have some work done, and I'm almost certain it was Central. We had a unit that wasn't working. It was our second-floor unit. They came out extremely quickly and fixed it, and they also cleaned out all of our outside units. They just took good care of us, and they also discussed the annual service that they provide to keep stuff like this from happening. It certainly made a lot of sense, so I signed up for that as well. The technician was very good."

"We use Central Heating & Air, and we've been very happy with them. Everybody who comes out here is very nice, very honest, and not pushing to sell a lot of extra stuff."

"I've used a company in the past called Central Heating & Air, and they've done a good job. They did a good bit of work on an older system that I had. I have no complaints. They're always on time, and they just did good work. I think I was on an annual maintenance with them."

"Central Heating & Air does my furnace work, and we think they are great."

"We use Central Heating & Air, and we do fine with them. They just do our routine service on the air conditioning unit."

"The company that I use is Central. I haven't had them out in a while, and I'm probably due to call them for a visit. But I do have a service contract with them, and I've never had any problem with them. They do a good job, and I would recommend them."

"We use Central Heating & Air, and that's in Atlanta. We bought their Puron system, and we're real happy with that. There have been a few glitches in the system itself, but they are so caring and prompt. We call them, and they come out."

"We use Central. We have a service contract with them, and we've been using them for about a year. The only thing they've done is put in heating and air conditioning in our house. They put a brand-new system all the way through the house. We're very happy."

"We like Central Heating & Air. We think they're good. We've been with them for about 10 years. They'll either come out on a regular basis or just as needed. We're on a contract with them where they come three times a year. They're just dependable, and they do a good job."

"We like Central. They just have good products and good customer service. We've had a good experience with them. They've done an entirely new air conditioning system and ducting."

"I think I used one out of Home Reports—Central Heating & Air—but just for the maintenance service. They didn't install any units, but I have a contract now. They were good. They're coming out to my home twice a year."

"It was Central Heating & Air. They've just done maintenance for us. We didn't really sign one of those maintenance agreements. We just called them once. We call them when we need them."

"We've been under contract for four years with Central Heating & Air, and they've been very good. They're very thorough, they're very methodical, and they're very upfront about the quality and the age of the equipment. They've tried occasionally to say, 'Look, when you're ready to upgrade, take a look at what we've got to offer.' But that's fine, because it isn't like, 'Your equipment is going to die on Thursday; you better have us out on Friday.' They were pretty low-key about the sales, and that's the first thing I would hope for. If people try to tell you your equipment needs to be replaced in 36 hours, I'm going to get a second opinion. But Central Heating & Air has been pretty awesome. They come three times a year to change the filter and check out the system. They've been doing some patchwork work for us. The system is quite old. So far, they've given us some extra life out of the system that I thought would croak last year."

"I've always used Central Heating & Air. They're excellent. I don't have a service plan with them anymore, but I still have them come to my house twice a year. The men who come to service the furnace and air conditioning seem to be very knowledgeable about what they're doing."

"I've been using Central Heating & Air since I moved into my home. They didn't originally install the system in this home. I've got a service contract with them. I've used them in my other

home, and I brought them over with me to this house. They're very responsive, very easy to work with, and their people are very professional. It has just really been a good experience. I really trust them."

"Central Heating & Air is who I use, and they came out of Home Reports. They do a good service, and they're always clean and punctual."

"We have someone that we use all the time for air conditioning. It's a private company. In fact, they wired the house when we moved in. It's Central Heating & Air. They wired the whole house, and if we have any trouble with the air, they come out and fix it. We don't have what you call a 'contract.' We just call them, and they come when we need them."

"Central Heating & Air does some maintenance for us. They come twice a year."

"Central Air is great. I like them very much because they're prompt, they know what they're doing, and they get the job done. I really have nothing to complain about. They're really, very good. I'd recommend them to anyone. They just put a new compressor in my air conditioner, and they did a great job with it."

"The last people I used was Central Heating & Air. They just gave me an assessment on my system, an overall inspection. So we'll probably have them come and do the service. They did a good job, and they seemed pretty trustworthy."

"I used Central Heating & Air one time, and they were very good. They're the only ones I've used. I had a unit that wasn't working right. They were very courteous and very knowledgeable. I was very satisfied with the guy. He knew what he was talking about. They didn't try to do anything that wasn't necessary."

"I use Central Heating & Air. They come out three times a year, and they are fine. I've had no problems at all with them. The customer service is excellent, because I can make appointments either online or just call them. They give me a one- or two-hour window, and they have always been here."

"We use Central Heating, and we really like them. We have a service contract with them. They're very conscientious, and they'll send multiple people here if they think they have a serious problem. We have a contract with them, so they are very responsive."

"I love Central Heating. I've had them for 30 years. It's a heating company—installation of furnaces and air conditioners. I've stuck with them because they're so competent. They're wonderful."

"I've been using Central Heating & Air for a long time. They've been fine. They just do our maintenance. They're reliable, and they have maintained our equipment well."

"We use Central, and they have been wonderful. We have actually used them for 18 years. We've bought all of our products from them, and they did the maintenance service for us every quarter. They are really good."

"We've got a heating and air company. They were from Home Reports—that's how I found them. I think it's Central Heating & Air. They just do maintenance. They did a great job on everything."

"I use Central Heating & Air. The people who come to the house are professional and definitely well trained. It seems like their focus is to get the most out of my existing equipment, not trying to sell me new equipment. I have a contract with them, and I've been using them for a while."

"We've been using Central Heating & Air. I think they're in Home Reports. We like them. We have a service contract with them. They're responsive. When they set an appointment, they keep it. The window of time they give is exactly when they come. They're not late or anything like that. Maybe two years ago, we had a new system installed with them, and the installation was very smooth. So we're happy with their work."

"I use Central Heating & Air, and they're good. They installed two new A/C units in 2005. I also signed a maintenance agreement with them, so they come out twice a year."

"I really like Central Heating & Air. They've done a wonderful job for us over the years that we've lived here. They're honest, polite, and clean. They know what they're doing. We have a friend who is in the commercial heating and air conditioning business, and I run everything by him that I have Central do for us. And they're just on the ball. They know what they're doing."

"I used Central Heating & Air two summers ago to install new air conditioning units and a furnace. They've been very good. They came and did what they said they were going to do. They were responsive, and I would recommend them."

"I've been using Central for four years, and they've been great. They come out and service our units once a year for each of them—so twice a year—and they're always very nice and very friendly. We have a 20-year-old furnace, so they're always recommending that we get a new one. We're going to have to one of these days, but they are personally willing to service our 20-year-old unit. The customer service is great. They always come on time, and they keep things clean. They're very friendly."

"It's Central Heating & Air. I've been pleased. They come out, they go in the attic, they fix what they need to, and they tell me what was wrong. I never understand, but it's all right."

"We use Central Heating & Air, but we've used them for nine years. I've used them ever since I moved here in 2000. So I just use them for everything. I used them for something else the other day. I'd recommend them. They have put in a system. They're great; they really are amazing. They've gone out of their way to make us happy."

"We got Central out of Home Reports. They're doing just fine. I'm satisfied with their work."

"I used Central, and they were excellent. They did maintenance. The guy was very thorough about explaining what was going on. He wrote everything down. He was very professional."

"We use Central Heating & Air. They're a good company. We've used them for probably 20 years. Their technicians are good. We have a service contract with them. They send a postcard for us to call when it's time for them to service us."

"We use Central Heating & Air. I have a service contract with them. They're good. They're always on time, and they're prompt when they make an appointment. Any work we've had done, I've been satisfied with. There have been no problems."

"We like Central Heating. We have an annual contract with them. For example, the other day, the transformer was blown on our air conditioner/furnace, so we had no air conditioning and no heating. We called them at 8:00 in the morning, and by 10:00, they were out here and had it all done. They identified that it was the transformer, and everything was taken care of fine. I did like the technician that came out, very much."

"For heating and air I picked a name out of Home Reports—Central Heating & Air. Excellent. The service men who came out knew exactly what they were doing. They actually explained the whole process and told me what was wrong with the unit. There was something wrong with the system at the house. It needed to be zoned and all that kind of stuff. When it was built, it wasn't, so they explained to me why things were hot and why things were cold and all that stuff. Then they fixed what they came in to fix. It was a great experience, and I'm very pleased with them."

"They're responsive, and they show up when they say they're going to show up and get the job done. They do high-quality work."

"I use Central Heating & Air. My experience with them has been good. They're very thorough, and the guys really explain everything in a lot of detail. They come out twice a year."

"I used Central Heating & Air. I think I got them out of Home Reports. I called them to come out and do the seasonal maintenance on the air conditioner and furnace and make sure that everything is running right. The guy let me crawl down into the crawlspace where he showed me where the filters were, so I would be able to change those and see what size they were. So I like them a lot. I would give them an A."

"We always use Central Heating & Air. That's our company, and we always get great service with them. They have put in units for us. Their follow-up is good. They come every six months. Usually it's somebody different, but they have our history and they know about our home."

"We have used Central Heating & Air for many years. It's going great. They have really good service, are very reliable, and have good employees."

"I like Central Heating & Air. They've been very good. They're very honest, and they're pretty fair and know what they're doing."

"Central Heating & Air just does a professional job. I have a contract with them."

"I like Central Heating & Air; we've used them for years. I like that they show up when they say they will. They replaced our air conditioner when it went out, and did a great job with that. They've also replaced our heater. I've just used them for a long time now, and they're consistently good. For a while there, I was getting the same person to come every time, and I just kind of liked it. It felt like he knew my situation. It seems like when you use services, you get a different person every time. I just kind of liked it that I got to see the same person again."

"We've been very impressed with Central Heating & Air. We actually signed a yearly contract with them."

"We use Central Heating & Air. They're excellent. We've had them for a number of years, and we have our yearly maintenance plan with them. They come and do twice-yearly maintenance on the A/C and the heating. They're just very efficient."

"I use Central Heating & Air, and they're very good. The best technician there is named Michael. He's really good. He's just timely, patient, sensitive, and listens to your needs. As a woman, that's especially nice. They don't just blow you off and say, 'Oh, yeah, yeah, yeah'—the way most guys talk to women. They're just really polite, especially that one. He's very polite. You just don't find people like that anymore. He's patient, he listens, he explains everything, and he does what he says. He's never tried to sell me anything. Central Heating & Air is really good, and I'm very happy with them."

"We just used somebody in your magazine for heating and air. We used Central Heating & Air. We went with them, and they were great. We haven't had any complaints with anybody that's in Home Reports. They just did maintenance, and I think we had a minor leak, and they fixed that. We like their maintenance program, so we signed up for that."

"I have used Central Heating & Air. I got them from Home Reports, and they're fabulous. I looked through their recommendations, and Central Heating & Air was one of them. I had them come out, and they've been servicing the house ever since. They did exactly what the report said and what I think they should do. They've been responsive with our maintenance contract. They are right on it every time, they give me reminders before my reminder hits me, and they didn't overcharge me. We have a 25-year-old house, and the guy came out and looked at the unit and said, 'I can tell you that you need a new thing, but I'm not going to tell you that. We can service it and see how it goes, and you may get another 10 years.' He was just really nice."

"I used Central Heating & Air, and they were very good. They were responsive, courteous to my tenant, and prompt."

"We use Central Heating & Air, whom we like. We have a maintenance agreement with them. We like them."

"I think I use Central. I've used them numerous times. I have a service contract with them. They didn't install my system, but I am going to have them come install one. It looks like my air conditioner is on the blink, so I'm going to get them to do that for me."

"We used one of them that we found in Home Reports. My aunt actually referred me to them, and my husband is always calling Home Reports. They're great."

"I use Central. I'm very pleased with them. I have a service contract with them. They were able to help me pretty quickly. They were really fast. A lot of the other companies tended to say, 'Oh, if you don't have a service contract, we're not going to help you.' But Central helped us, and we're kind of in between, because we were with another company for air conditioning. So, like I said, Central was good. They're very professional, and I liked their technician, and that's very important."

"We've been using Central Heating & Air. I would give them an A."

"I like Central Heating & Air. They've given me great overall service. They gave me very good service for several years when I lived in another place, too."

"Central Heating & Air is who I use. They did a fine job. I don't have a service contract with them. I was having issues with one of my units cooling, and they got it working."

"Central came and replaced our old gas furnace with an air and gas unit. The job was great."

"We used Central Heating & Air for a number of years, probably 10 years or more. We have a regular service plan where they come out—I think it's four times a year—and also do a repair service. They've always been very professional and very reliable. I would recommend them."

"The quality of work was really good. I liked their professionalism. My husband was really pushing on the technician that came, saying, 'Why this? Why that?' And he never once lost his patience. He was very responsive and professional."

"We switched to Central Heating & Air from another company, and they are excellent. Central is very agreeable and worked with us on a regular service contract. So they were very good."

"We did find a heating and air conditioning company that I like—Central Heating & Air. They were really good. They just came to service it."

"Right now, I'm using Central. They're very good. I would recommend them to other people."

"I used Central Heating & Air. I have used them for a quite a while. They gave an excellent service."

"We highly recommend Central Heating. We've been with them for years. We have a service contract with them, and they're completely dependable. They come when they say they will, and they're always very polite and clean. We would completely recommend them."

"We've used Central for forever—since we've been here—and they're okay."

"Central's service couldn't be better. The way they do their work, you know that they'd be back if it didn't turn out right. We've never had a problem ever, and that's just the kind of thing we really like. The service people are polite, and they cover their feet. It sounds funny, but it matters. We have maintenance done too. I think they're family owned. They deliver the service, absolutely, and it's good."

"I would recommend Central Heating & Air. We used them, and we have a regular service contract with them. They always come out on time, they always call ahead, and I can't think of a time when they weren't here when they said they would be."

"I've been using Central out of Home Reports. So far, they've done a good job. I've been happy with them."

"I would like to recommend Central Heating & Air. They're responsive and professional. I have a service contract with them."

"I use Central, and I think they're very service oriented."

"We're using Central Heating & Air, which I think we got out of Home Reports. They've installed a new system, and we've just begun our maintenance contract. Everything is going well."

"I have a contract with Central. I'm happy with their work. I just had them come out to check everything, and they did well."

"We really like Central Heating & Air. They're very professional. They're great. Everything is very professional. They knew their products. I'd give them an A."

"We use Central out of Home Reports, and we're very happy with them. We have a service contract with them. We got our heating and air a year ago, so we've been using them for a year or a year-and-a-half. They're very professional, fast, clean, and respectful."

"I use Central, who's from Home Reports. We like them, and I would recommend them. They installed our air conditioner and our furnace. Whenever there's a problem, they come out and solve it right away with no complaints. They're always professional in how they deal with things and how they honor the warranty. I really like them."

"I've used Central Heating & Air, and I've been pretty happy with them. I actually got their name from Home Reports. I have a service contract with them. They show up on time, and we haven't had any billing problems. They're good."

"We just started using somebody that we really like, and I think they're in Home Reports—Central Heating & Air. They did some maintenance. They're getting ready to install a coil for us, but they just haven't done it yet. We've been happy with their service so far."

"We use Central Heating & Air, and they've been very good for us since we've been here. I have a service contract with them, and I've been using them for probably five or six years by now. They're just very responsive and always very courteous when you talk to them on the phone."

"I use Central, and I think they're in Home Reports. I have a service contract with them. It's been a few years, and they're fine."

"I've used Central, and I've found them to be very helpful. In fact, they helped troubleshoot a problem just over the phone, which was very nice of them. It prevented us from having to pay for a service call. They walked us through changing a filter, but we couldn't figure out how to get the door back on our heating system. The panel was kind of stuck, so they had to walk me through that. It sounds like a simple thing, but this door is hard to put on. So, I was pleased with them."

"I just switched to Central Heating & Air, and I like them a lot because they explained their plan and stuff. I think my previous company was too busy with corporate accounts."

"The one we are using is Central Heating & Air Conditioning. They are really good. I like them a lot. We have maintenance and repair, and I really like both. The guy who showed up was really nice and very helpful."

"We use Central Heating & Air that we got through Home Reports, and they've been absolutely great. They are very responsive. They seem to be very thorough, and they basically come out when they say they're going to come out, which is really exceptional nowadays. I think Central is awesome, and I've recommended them."

"Central Heating & Air is a top-rated company. I love them. They've done a couple of repairs for me, and I've always been happy with them."

"I went through Home Reports and used Central Heating & Air, and they did a great job for me. They actually came out, diagnosed what the problem was, and replaced an entire unit. They did that work as promised, on time, and very professionally. It's been working great so far. They follow up."

"Central Heating & Air is really good. So far, they've just done a good job. We had an issue, and they came out right away and got it taken care of. They offered us a good deal on a yearly service. When we scheduled that, they came out right away and worked with our schedule and everything."

"We've used Central Heating & Air and have been happy with them. In the past we have got new units, and I think my husband just said he was going to start up a service contract again. What I really like is that they come when they say they're going to come and do what they say they're going to do. I'd recommend them."

"We use Central Heating & Air, and they've been wonderful. They've been really good. I like their honesty and promptness. They've done maintenance."

"Central Heating & Air are really good, and I think I got them out of Home Reports. They're great. They've done both maintenance and an installation, and I've been very pleased with them. Their technicians are absolutely reliable. I had somebody out, and they just do everything that you want, everything you would hope to have."

"I found a heating and air conditioning company that I like. It was one of the top-rated ones last year in Home Reports—Central Heating & Air. My A/C unit went out last July, and they came out and worked over almost the whole weekend because I didn't have air. I think I called them on Friday. They had somebody here on Friday, and the new system was installed on Monday. The guys worked all day. They had to rush to get it in because I had everything redone then."

"I use Central Heating & Air. I have a service contract with them. I've been using them for a couple years. The person is really nice, and they're good about letting me know when they're going to come out."

"We've been using Central Heating & Air for years. They've been very good. They've really serviced us well at both houses we've been at, and they service my former boss too. He had a good experience with them. They seem to be big on education and making sure we know what we're doing."

"I used Central because they're in Home Reports. Central Heating & Air is the only company that I've used for that kind of work. It was a big installation job, and it worked out great. I was very pleased with them. I recommended them to a friend of mine, and this morning she happened to tell me, 'By the way, I'm really impressed with Central Heating & Air.' I was glad to hear that since I was the one who had recommended them to her. So, that was good. I've been very pleased with them, and so has my friend."

"We use an HVAC company that's in Home Reports, Central Heating & Air. We worked with them, and they were good. I liked their responsiveness and their follow-through. It was a sort of continuing problem that they stuck with and helped us work out."

"We use Central Heating & Air. Their customer service is excellent. We used them when we lived in Sandy Springs 22 years ago. Our house was built with another well-known but very disreputable company, but as soon as we could, we went right back to Central. They have been wonderful."

"I use Central Heating & Air, and they're pretty good. I like them. They did both servicing and installations for me. They've always been professional, and they haven't tried to gouge me for anything."

"We've used Central Heating & Air. We got them out of the Home Reports, and they're fantastic. We've tried a lot of people, and Central is as good as it gets. They're really good. They show up when they say they're going to show up, I think they're fair and honest, and I feel like they're fairly knowledgeable. Their techs are sharp. They're different than most other heating and A/C techs; they really know what they're doing. They obviously have a lot of training, and they take that really seriously."

"I'd give Central Heating & Air an A."

"I'm with an HVAC company that I'm very happy with; it's Central Heating & Air. They're a good company and have good customer service. When I call them, they are responsive. I'm very pleased with them. Nothing in particular stands out, I've just been with other companies that didn't seem as responsive as Central is."

"I use Central Heating & Air from the book. I rely on Home Reports. Central has been very good. I've been on their email maintenance schedule, and they've been very responsive. The guys have been professional. The main thing is they show up when they say they're going to show up, and that's very nice."

"I've used Central Heating & Air before, and that was just for something pretty minor—just a one-time thing. That was probably within the last three or four years. I can't really think of any complaints. They just did a minor repair for me. I was pretty happy with their service."

"We use Central Heating & Air, and we've been using them for about 12 years now. They always come out, and if you have a problem, they come right away and are extremely reliable."

"We're using Central Heating & Air. They always fix whatever's wrong. They are punctual, and they call you. Their service people are very helpful."

"We use Central Heating & Air, and we've been with them for about a year. We have a service contract with them, and they've been terrific."

"I've been with Central Heating & Air for many years, and I've been very pleased with them. I have a contract with them, and they come out and do maintenance. They come quickly when I have troubles, and they've always been successful in getting things done."

"We used Central. I was pleased with their quality of work. It was just maintenance."

"I did heating and air with Central, and I got them out of Home Reports. They replaced two complete air conditioning and heating units. I thought they were very efficient and very professional. If there was a question with anything, they came back immediately. I liked their attitude. People's attitude is important to me. I had both the upper and lower heat and air systems replaced."

"Central did some work for me. I like that I get prompt service, and that their technicians are really friendly."

"We got two brand-new units, and we used someone from Home Reports. I had three or four estimates, and I ended up going with Central Heating & Air. They just finished doing that a couple of weeks ago. They worked out pretty well. They called back, and they did everything, and it looked like they were working pretty hard. They did it in three days, and they worked until like 8:00 PM on all three days. The final product was just how we wanted it to be, and they're coming back with an inspector to make sure everything is working well."

"We use Central Heating & Air and I love them. They're always on time. They're very reliable, they're quick with questions that I have, they call to confirm, and they call to say that they're on their way. I've had them do extra work, too. In fact, they put in two new units in my house and restructured some stuff in my attic to make it more efficient. I felt like they were really honest, and I liked their customer service. I feel very comfortable with them being in my home, so I keep going back."

"Central Heating & Air is my preferred vendor. They do my service on my two units three times a year. My experience with them has been excellent. Their technicians are top-notch."

"We use Central Heating & Air. Their customer service is very good. They seem knowledgeable about our system. I wouldn't say there's anything particularly distinguishing about them. They can really do what they say, but we haven't had a lot of need for that."

"I use Central Heating & Air, and I have a service contract with them. I've been using them for probably three years. I just think they're the best. They have done a great job with us."

"We've got Central for heating and air. They're fine. We've got the maintenance plan, and we've had them for probably six years or so. There haven't been any problems."

"I use Central Heating & Air. They're very professional and on time. They did exactly what they said they would do, and they did really good work."

"I use Central because that's who my friend uses. I think they're very good. I would recommend them."

"I would recommend Central Heating & Air. I use them all the time, and they're absolutely fabulous. They do the job correctly the first time. I moved into this house three years ago, and I had horrendous problems with its second-level heating. It has three different zones. I had three different companies out here that were charging me just for visits, but none of them could get it right. Then I called Central, and this guy came out, and he was like, 'Oh, here's your problem.' I've called them subsequently to come back, and they've always been terrific. The service is great, and they do it right the first time."

"We use Central Heating & Air for our heating and air conditioning. I think we actually found them in Home Reports. We use Home Reports for a lot of stuff. The service tech that came out was very knowledgeable and very friendly. He actually took the time to disassemble it in front of me and show me what he was doing. He explained the problem that we were having with our heating unit and what the cause was. They also offer a nice service package, which we signed up for. They seem very customer friendly, I guess you could say."

"We use Central, but we don't have much trouble. They do a good job for us. Their response and their workmen are very good. The whole thing stands out."

"I've been using Central Heating & Air. I got them out of Home Reports, actually. They seem good. They serviced all the air conditioners, and they fixed anything that was broken. They

always answered and they always came. Since I have a contract with them, they'll come out on weekends. So they're great."

"I've got a service contract with Central Heating & Air, and I'm very satisfied with them. They do a thorough inspection report, they follow up to ensure customer satisfaction, and I get a follow-up report."

"I love Central Heating & Air. Their customer service is good. They've maintained my air conditioning unit for over 20 years."

"I recommend Central Heating & Air Conditioning. I have had, for years, an annual contract with them where they come out four times a year and do everything that needs to be done. More importantly, if anything goes wrong and you have a contract with them, you can call them 24 hours a day through the weekend and they'll send someone out. They are just very accessible and consistent about taking care of things."

"We got Central out of Home Reports. They were good. They did the job, and they did a good job."

"I used Central Heating & Air. I really liked them. I thought that they did a great job. They replaced the furnace and an A/C compressor, probably about six years ago. They came out a year or two ago to do some work, and they did just fine."

"Central Heating & Air has been very good. I have a contract with them."

"I used Central. I've had a service contract with them for about a year. They've been really good so far. We kind of had a small problem with our A/C system, and they were here to diagnose it, fix it, and help us avoid having to replace the whole unit."

"I use Central Heating & Air. I like them. They're always very prompt and courteous, and they offer me solutions. Sometimes there are options, recommendations, and suggestions. They don't just say, 'Tear down the whole thing.' They seem to be quite knowledgeable in handling all kinds of indoor environmental problems, and I've had them do my check-ups every year. They replaced some units. My home is about 25 years old, so I needed one of them replaced, and we were very happy with their work."

"They are very good. They teach you the how and the why—what to do and what not to do."

"I use Central Heating & Air, and I think I got their name out of Home Reports. They were very good. I'd recommend them."

"We use Central Heating. We have a service contract. They come out four times a year. We had a new air conditioning unit put in. It's cooling nicely."

"I use Central Heating & Air at my residence, and I've always been really happy with them. I mean, I've always been very happy with everything they've done. I've nothing bad to say about

them. I've used them for years. My parents have used them for years. They're just a great company."

"I've been using Central Heating & Air for several years now. They seem to be quite knowledgeable technically. I've had them work on my house here, and also on my mother's house. When we've had a problem, they were quick to come out to fix it. They're coming to my house on a regular basis now, three or four times a year. I think it's for just checking out the system and doing a tune-up, and they always do a good job, so I just think they are dependable and knowledgeable. I definitely recommend them."

"We use Central Heating & Air for our yearly maintenance. They are working out great. We've had no problems, and we've been here three-and-a-half years now. The workers that come out seem extremely knowledgeable and nice."

"I did find a heating and air company—Central Heating & Air. I got them out of Home Reports. They've done both the installation of our system and our maintenance. Their service lives up to their reputation. They were very dependable. Once I had a kind of emergency-type thing, and they were able to take care of it very quickly. We had people come in from out of town, and they were able to get it done in time for that. So, it was very helpful. I'd have to give them an A for doing that, for the courtesy of the staff when they're here for maintenance, and for their ability. They're easy to work with and to make appointments with and things."

"I use Central Heating & Air, and they're absolutely wonderful. It was two years ago; our air conditioner went out. My mother was in the hospital, and the very day she was supposed to come home and stay with us, because she was so very sick, the A/C went out. It was the end of June, so you know what the weather is usually like then. We've been using Central Heating & Air for our maintenance, so I called the line that Central customers can use on an emergency basis, and a man came out that night, pronounced our air conditioner dead, and within four days they had us back up. This was, of course, on a weekend, too. They gave us a new air conditioning unit. They are just wonderful. I cannot say enough good things about them."

"For heating and air conditioning, we only really use one company for maintenance. We use Central Heating & Air for our maintenance contract. They're excellent, and they're actually out of Atlanta. We've used them for maintenance on the air conditioning, the heater, the furnace, our in-home humidifier, and I guess they actually installed that component as well. They come a couple of times a year and do the service, and they've been wonderful with that as well. They're very responsive. When they do the work, they do what they say they're going to do. They always follow up just like they say they're going to follow up. I would definitely give them an A."

"I use Central Heating & Air. I have a service contract with them, and I wouldn't use or trust anybody else. I've been with Central for 21 years."

"I have a heating and air conditioning company—Central Heating & Air. They're in Brookhaven. We've had them for a number of years. They install things and do maintenance. I like the technicians that come to my home just fine."

"There's no doubt about it, Central is very good. I have a service contract with them. They put in the equipment and everything, so they are very good. I would give them an A+."

"I like Central Air. It's Central Heating & Air. I think they're in Home Reports. They've got good service, they're very reliable, and I'm on their maintenance program. Every time they come out, they do a good job. They're friendly to talk to, and they offer steady performance and stuff like that. They're also good about sending out reminders and stuff."

"I've gotten air conditioning work from Central Heating & Air, and they've been phenomenal. They've done a great job."

"It was Central Heating & Air. I was happy with them. They were very efficient, and they did a great job. They tried to put in the furnace and make sure everything was okay. I got them from Home Reports. We called them again in the fall, just to make sure, to check that everything was fine."

"I've used Central Heating & Air, and they did some work at my house. I just moved here last fall, but they put in a new furnace at my new place last summer. They were just really tremendous, and I think I'd probably use them again if I needed to. I've used a number of outfits, but I think very highly of Central. I had a service contract with them, and it worked out very well. Their help was very professional. They were knowledgeable, and overall, everything was good. They get a good rating from me."

"I use Central Heating & Air. They've been good. They're reliable, they do what they're supposed to do, and they're good. I've never had any problems with them. They come when they're supposed to, they do the work that they say they'll do, and their estimates are accurate and very professional."

"I think I've used Central Heating & Air from Home Reports. I picked them out called them this spring, and I started using them. I don't have a lot of experience with them. I just started a contract, but so far, so good. They came the first time and did maintenance, and I signed up for a yearly maintenance contract with them. Based on that first experience, I really liked them. I would say so far, so good. Like I said, I don't have a lot of experience with them, but I don't have any complaints. They're fine. What really impressed me was that I liked what they offered. I like them because I liked their contract and the level of service that they offered."

"We use Central Heating & Air, and I think they are very good. They are reliable. They're actually rated in the Home Reports book."

"I've been using Central Heating & Air for probably 15 years, and they serviced the house that I lived in prior to that. They had it when the house was built back in 1977 or whenever it was. They've always taken care of this house, and the people before me said that they recommended them. That's why I stuck with them. They put in a brand-new heating system for me a year ago. They've been very good."

"I have used a lot of people that are recommend in Home Reports. For heating and air, I used Central Heating & Air. I feel fine about them; they have been fine. I've had no problems about them. I am on a maintenance plan with them."

"I use Central Air & Heating, and I'm very pleased with them. They're dependable, and I've been happy with them. They haven't given me any reason not to be. I think I've used them since we've lived here, so for about five years."

"I got my HVAC company from Home Reports—Central Heating & Air. My experience with them has been very good. I've switched to them since I got what I thought was a really high quote for replacing my heating and air conditioning unit from a different company. I switched to Central for my maintenance as well."

"I use Central Heating & Air, and I like them very much. I have a maintenance contract with them. They always come out when they're supposed to."

"The heating and air company that we use is Central. We've used them for years. They're really thorough, and we have a service contract with them. At our other house, we had to have the air conditioning replaced, and we had them do the whole house. They did it right away. They were easy to get in touch with, and the workers were pretty efficient. They're always dressed very nice, and they explain everything to me. They're very professional."

"We've just had a service contract with Central Heating & Air, and as long as I can remember, as far as service goes, they're pretty good. They're reliable and honest."

"I used Central, and they were okay. I'm still using them."

"They're great. They do maintenance, and they come out when they are supposed to. I'd give them an A. They're prompt, and they fix things."

"We use Central. We've had them for three years, and they do an inspection every four months. They send us a card, and we call, and they seem to be polite. We have been told by other companies that we have to do this, have to do that, and they seem much more high pressure. Let's put it this way: Central is not as active as other salespeople. Being an engineer in my own right, I know a little bit about what to do. With a lot of these other companies, I've just run them off because I knew what they were telling me was a lie. I have never caught Central in a lie."

"We called some guy to clean out our A/C unit through Home Reports. I'm sure we called one of the A-rated guys. It was Central Heating & Air. It was a yearly cleaning of the A/C. Their work was perfectly fine."

"We've had the same company for years—Central Heating & Air. They come out to do maintenance and repairs for me. They've done well. I saw them last month when they came out for the maintenance. Their work is good-quality work. Everything is fine. They may have installed the system before we bought the house. We have a service contract with them."

"I actually went with a recommendation from Home Reports and used Central Heating & Air. I've used them ever since I read about them in Home Reports. They just service my system. I bought the little contract. It was easy. They reminded me to call them, and then when I called and scheduled, they came out. I've had problems with that before, with other companies, on things as simple as that, but Central Heating & Air did fine. I have no complaints about them. Nothing in particular stood out about their work. We have old systems, and everybody told us that, so that is the next thing on our list to get replaced. They were able to handle it. I mean, we know it's old and that kind of thing, but there's nothing wrong with it."

"For heating and air, we've used Central Heating & Air. Central is the one who put our system in, so they're familiar with it. We had them come out and look at some stuff this year. So basically, I just trust them. They don't try to sell you a bunch of stuff you don't need. They're a reputable company."

"We use Central usually, which I think we got through Home Reports. They do a great job."

"We've used Central Heating & Air for years. They're wonderful. They come out when they're supposed to."

"I'm pretty happy with Central. I've had them for about three years. I'm happy with them. I have them for maintenance. I would give them a high score. They did well."

"We've used Central Heating & Air for almost 30 years. They do the maintenance. We have a maintenance contract with them. They're always prompt, and their service people are very nice. It's just been a satisfactory arrangement."

"I recently used an HVAC company, Central Heating & Air. In fact, I was just going to call them. I have a warranty with them. They worked out fine. They were knowledgeable, efficient, showed up on time, and did all of those kinds of things."

"We use Central Heating & Air. They just do our maintenance. We have them come out every three months and check our system quarterly. The people that come out are awesome. There are three other companies that we've dealt with in the past, and Central Heating & Air is the only one that has been consistent and has had great people. We've used the Home Reports book quite a bit since it started being published."

"I've been using my heating and air conditioning company forever and ever, and I think they're very good. I use Central Heating & Air. I find that when you make an appointment, they keep the appointment. The staff is always uniformed and very professional. They run through everything they do, and they seem to do a good job. There have been no problems."

"We used Home Reports for air conditioning. We used Central Heating & Air, and we're really happy with them. We just have them for some diagnostic stuff, but we were really happy with what we got. We will continue to use them. Whenever we have something done, we use them."

"They did a really good job. The guy that came out here recharged it and cleaned the heater and all that stuff. He did a few extra things, too, like putting some Clorox in the tube. They did a really good job. I got them out of Home Reports."

"I use a heating and air conditioning company that I like—Central Heating & Air. I asked a couple companies to come out, and they had the best quote. Plus, I thought they had the most professional staff. I bought a furnace from them."

"The company that came out and did all my work was Central Heating & Air. Central came out and replaced some of my boxes, and they were really great. I was very pleased with them."

"I think I use the heating and air people from Home Reports—Central Heating & Air. I'm happy with them so far. I guess I'd give them an A."

"I've used Central for 20 years. They're awesome. They installed my system, and we still have a contract with them. They come when they say they'll come, and I think they're really honest, as far as telling me when I needed to replace a unit, that I needed a bigger one than what was in here. They're honest. As a homeowner, you have no clue, so that's honestly a big deal."

"I actually used the company from Home Reports—Central Heating & Air. They're terrific about getting the work done on time and everything. We just used them one time. We bought the house last year, and there was a problem with the air conditioning unit downstairs. They came in and fixed it up for me."

"This December I had a new heating and air conditioning system put in, and it was done by Central Heating & Air. It was very good, and I'd recommend them. I liked what I had learned, and that they were indeed very professional and followed through with what they said they were going to do. They assured me that their work was done well and that the quality was what it should be. I definitely recommend them."

"We've only had one service from a heating and air company, and they are from Home Reports. I think it was Central Heating & Air. It was just a service. They just came out and serviced the filters and checked the system over. It was a one-time thing; we don't have a service contract."

"We use Central Heating & Air in Atlanta. They've done a little of both installation and maintenance. I've been very happy with them."

"Currently, I use Central Heating & Air. I'm very happy with their service. I have a maintenance contract with them. They didn't install my system, but they're easy to get in touch with. There are no problems with them."

"I have a contract with Central Heating & Air. They're very good and very helpful. We had a flood in the downstairs, and the man that came—because I needed somebody to check my furnace to make sure that it was all right—stayed extra and cleaned out a bunch of gunk down at the bottom. I mean, he just went above and beyond. I can't remember what his name was, but he was wonderful. I would definitely recommend them."

"For heating and air, I have Central Heating & Air. Their guys are just really good, quality guys. They come in, they remember my house, and they remember where things are. We've used them for a really, long time. They are who we trust in heating and air."

"I selected a heating and air company from Home Reports. It was Central Heating & Air, and they were very good. I was very impressed with their work. That was last month. They revamped my heater and my heating system; they overhauled it. The people were absolutely excellent."

"I use Central Heating & Air, and we got them through Home Reports. I have a service contract with them. I'd say they're outstanding."

"We use Central Heating & Air. We've used them for about 20 years. We've had one unit replaced, and because we have a maintenance contract with them, they're always very prompt in coming out. Whenever we have a problem, they're pretty quick to get there. They must be doing something right to keep us for this long. They're good."

"They've been maintaining the heater since I bought the house three years ago. The heater is original to the house, so it's like 25 years old, and they keep it going. I'm just happy about that. They've talked to me about replacing it, but they keep it working. It's their idea—if it's not broken, we shouldn't have to replace it. That's exactly my thing. We use Central."

"We actually used an air conditioning company from Home Reports. It's a very helpful book. That's where we go first, before we get anything done. It was Central Heating & Air. They did fine. They did a good job. They came in, assessed the problem, were able to figure out pretty quickly what was wrong, and fixed it very fast. They were friendly, and I think they did a good job. It's only been a few days, but it seems to be good."

"They were great. They came out right away. It was a repair job. It had a leak with Freon, and I didn't know that with Freon, if you have a leak, it's not supposed to leak. I just thought every once in a while, you have Freon put in. They told me it's not supposed to do that, but it could leak so slowly that it could last another 10 years, so who knows? We'll just wait and see. So far, so good."

"I use Central Heating & Air, and I got them out of Home Reports. They're very good. I like them. They come out promptly. I have no problem with them."

"Central Heating & Air is the company I used. I'm happy with them. They do a great job. They've been in this house a couple times. They tell you how much it's going to cost. They come and fix the problem, and before they start to work on it, they give you a pretty good estimate about what it's going to be. When they're coming in, they call to set up an appointment, and they're pretty timely in keeping their appointments. They didn't promise to do it the next day, but they called us as soon as they could, they set an appointment, and they were there. That's a small thing, but that's all you're really looking for."

"I've called Central Heating & Air out of Home Reports, and they were very good. They were just doing maintenance. Everything was what I expected. They scheduled an appointment, and

they were there promptly. I guess I would say that I've used other companies in the past, and this was one of the first times I've worked with a company when I didn't feel like they were trying to up-sell me on anything. They were pretty consistent about just telling me that it needed a fix and the cost. They didn't try to sell me a new unit or anything like that."

"I was pretty happy with Central Heating & Air. The guy that came out took a look at the situation and said, 'It can be fixed, but it's going to be a bear,' but he fixed it for me. So, I would give him an A. He was honest, and he fixed it."

"We actually pulled Central Heating & Air from Home Reports. For any work that we've had done, we've relied on Home Reports. They've just done maintenance. We signed an annual contract with them, and since signing they've come out and done two visits. Everything's been great, so we have no complaints. We plan on doing some work down the road, and we'll definitely be relying on the Home Reports that we got."

"We have dealt with Central Heating & Air. It's still working, and I haven't had any problems with it. They replaced the whole system. I remember a little bit about it. It's been a long time now, like a month to a year, somewhere in that range. The air conditioning system is functioning well. I haven't had any problems with it. The people came across as professional; I don't recall having too many issues there. It seems like they had to come back out one time and fix something on the unit outside and make a couple of other little minor adjustments, but I didn't have any major issues. I would use them again if something came up or if I move into a new house or something like that."

"I use Central Heating & Air pretty regularly. I think another company installed it, but that was years ago. I probably need a new one now, because that was probably 15 years ago or so. But Central Heating & Air comes out pretty regularly. They are excellent, and I think I used Home Reports to find those guys. They're superb. I'd give them an A. That's the rating they got in Home Reports, and that's the rating they got in there, too. They're just very good, and the guys that come out are truthful. They just do their job, and there are no issues about it. They're very professional."

"Actually, I got my HVAC company from Home Reports—Central Heating & Air. I had a really good experience with them."

"I'd recommend Central Heating & Air. I like that the same people come on a very regular basis. They know their stuff, they're very efficient, they're clean, they come when they say they're going to come, and they take care of things very well."

"I have Central Heating & Air. We've been using them for a long time. I like their service. We have a contract with them to come out periodically, and they just seem to know what they're doing. They're timely and courteous."

"We have a contract with Central Heating & Air, and they're fine. They changed out a thermostat for us, and they do the maintenance on our air conditioner and heater and all that."

"My heating and air people did a good job for me. I think I got them out of Home Reports. It was Central Heating & Air. My experience with them was very good."

"I'm using Central for heating and air. I think I got them from Home Reports. They've been superb. I've been using them for about a year. They didn't install a system; they actually did a repair. The reason I called them initially was because I needed a repair. Now they also do maintenance as well."

"I've been using Central Heating & Air for years. They're good. I like their guy that comes out here and works on my unit. He's really trustworthy and reliable."

"They correctly diagnosed and fixed a problem with our furnace that another company couldn't fix. They called me back promptly on Monday morning after I had left them a message on Saturday. The technician was professional, courteous, and efficient. I would give them an A+. They are the best at what they do."

"We just had our air conditioning replaced today, and I think they're in Home Reports. It's Central Heating & Air, and they're fabulous. We use them all the time. I think they show up when they say they're going to show up, and they explain everything very thoroughly, including the cost. They're just very dependable. We ended up signing up for a service contract with them, and when we need them, they're here, and they give us like a two-hour window or whatever, and they've always adhered to it. They very much seem to know what they're doing."

"I've got one company that I like and that I have contracted with—Central Heating & Air. We got a maintenance agreement with them to come out on a yearly basis, I think three times a year. What I like about them is that I had a problem with my air conditioner, and I called the company that I bought the air conditioner from. They came out and really didn't fix anything, but charged me an arm and a leg, so I called Central because they were in the Home Reports book, and they came out, explained everything, and did a great job, so they're two for two."

"I used Central Heating & Air. We're on a maintenance program. We actually had a problem where our HVAC wasn't working, and they got someone out here that very day and fixed it. And since then they've come out and done quarterly maintenance visits. They've been really great to deal with."

"For heating and air, we would have to go with Central Heating & Air, which I believe is in Home Reports. The guy we use has been the same technician for years, and he's fantastic."

"I use Central Heating & Air. It works out fine. I've been with them a year-and-a-half. They just do the maintenance. Their customer service is acceptable."

"I use Central Heating & Air. They do fine. They put in two new units, and then we have a service with them to take care of the units. I like them."

"Central heating & Air is my air company. They do regular maintenance for us. I'm satisfied with them. I'd give them an A. I like that they're very friendly."

"My husband says he's happy with our heating and air conditioning company. They were just out here giving us a quote because we need a new A/C. It was Central Heating & Air. He's happy with them. We don't have a mode of comparison, but he said we haven't had a negative experience with them, and we've been using them for almost four years. We have the service program."

"Central Heating & Air is really good. They both installed the units for us and maintain them. They are pretty fair and very reliable."

"My wife got them and they took care of the whole thing. I had them come out, service it, and leave."

"We use Central Heating & Air, which we got from Home Reports. They've been good. The technicians that come out have been really good. They're friendly and knowledgeable. I would give Central Heating & Air an A."

"For heating and air, I have Central Heating & Air. I think they're excellent. They do regular maintenance, and they came out and did some work for me recently. They're really good. They were knowledgeable and they cleaned up after themselves."

"We found a heating and air conditioning company we like, and we found them out of Home Reports—Central Heating & Air. They've done a really good job. They're just doing support and maintenance work for us. They come out like twice a year. They come out and do the three or four preventative maintenance visits and whatnot."

"I use Central Heating & Air, and I probably got them from Home Reports. That is working out good for me. I've been satisfied with the quality of their workmanship, and really with just everything overall. They come out on a regular basis; I have them on a service agreement."

"I haven't lived in this house that long right now, so for heating and air conditioning, I haven't called anyone much. But one company came out and did some kind of new board or something for the air conditioner. It seems to work all right now. I ended up using Central Heating & Air. I suppose I had a good experience; they didn't do anything wrong."

"I have Central Heating & Air. I was almost their first customer when their father started it. Now the owner is Jim Woolley, the son. The father came out and had to crawl in the mud on his belly to get under there and see what was wrong with our system. We started that, and we stayed with them for 50 years or more. I would give the best rating possible to Central Heating & Air. They are my people, and I've had them for over 50 years."

"They changed both my heating systems, and I've been using them ever since. I have a service agreement with them, too. They're prompt and good about coming out. I got them from the Home Reports book."

"The last company we bought our last air conditioner and furnace from was Central Heating & Air. We like them just fine. Like I said, we bought new furnaces and boilers from them, and they

come up and do their yearly service. Both of them are fairly new, so we haven't had any problems, but if we need them we just call them. They're responsive."

"I used a heating and air conditioning outfit. It was Central Heating & Air Conditioning. They're in Home Reports, and they're very good. I've used them twice on my air conditioner, and I'm very pleased with their service."

"I use Central. I think they're one of the top-rated companies. I had a good experience with them. I liked everything about them—the people that I dealt with, the technicians that worked on my condenser unit, their timeliness, and their courtesy. I guess everything all around was pretty good. They were very informative and helpful over the phone."

"We used Home Reports to get Central Heating & Air. They seem to be very good. I really can't say too much about them, but so far, I called them for service, they came in at the right time, and they did the first service. In fact, they had some repair work done. So far, I don't know how to rate them, but everything is very satisfactory, and they've been prompt and professional."

"I found a heating and air company that I like that I can recommend—Central Heating & Air. I like that they always have very good customer service. They have the same person that works this area, I guess, so it's the same guy that's been out to the house before. He's really good, and I would recommend them to anybody."

"The last heating and air company that we've used was Central, and we've been pleased with them. They were extremely thorough and gave good recommendations, whether it was what we wanted to hear or not. It's not always what you want to hear. They were very quick, scheduled something quickly, and we've been very pleased with them because of that."

"I use Central Heating & Air, and I think they're listed in Home Reports. They're very good, and I have had them for 15 years. I was using them even way before I got the Home Reports book. I think their people are very professional. When you call, they are there. I feel very comfortable about them; they stand behind their work. I think they are very good."

"We're under a customer agreement with Central Heating & Air. They come out at least twice a year. I'm happy with their service and their technicians. It seems to be going well. I have no complaints at all; there's nothing they could do better. Their service people are just so friendly."

"I found a company from Home Reports. I used the book to decide. It's Central Heating & Air. They've only been here once, and they just checked everything. The technician was very professional. They did one other thing. I had a problem in the attic with a return, and they replaced that, too."

"At our old house, we used Central Heating & Air. They've been fine. They did a very good job."

"We just had HVACs upstairs and downstairs put in by Central Heating & Air last year. They're super. They're awesome. They've gone above and beyond, way above and beyond."

"We have dealt with a heating and air company, and I got them from Home Reports—Central Heating & Air. It was an excellent job, and I'm waiting for them to show up in just a few minutes, in fact. They're great."

"I have a heating and air conditioning company that I like. I use Central, and I think they're also in Home Reports. I would give them an A, definitely an A. I've been with them for over 25 years, so that means satisfaction. I've always been happy with them."

"We have a really good heating and air company. It's Central Heating & Air. They are very reliable. They come and send out reminders, and they send out updates on ways to conserve energy. They remind you to make your quarterly appointment. That's helpful."

"For heating and air, we use Central. We got them from Home Reports. My wife said that they did a wonderful job. We got their name from Home Reports. We had a problem, and we had to have it checked out. It just couldn't have been better."

"I have used Central Heating & Air. They're on of Home Reports' air conditioning people. They did an excellent job. We just had our furnace go out, and they are absolutely fantastic. I would definitely recommend them to other people. They are so nice and very modest and very trustworthy. All the people that came were absolutely fantastic. I just can't rave enough."

"I've got a new Carrier now, and it was installed by Central Heating & Air. I really like them. I have a service contract with them. We've been with them for probably about a year. I'm satisfied with them."

"I use Central Heating & Air. It's just a maintenance check. I was pleased with their work."

"I think they're in the Home Reports book. They're called Central Heating & Air. They're doing very good for me. They're reliable and show up when they say they're going to come, which is always very nice. I've probably been with them for about eight years. I'm definitely a loyal customer to them."

"I've been with the same company for many years. It's Central Heating & Air. I have a contract with them, and I've been with them for many years."

"I used Central out of Home Reports last year. They are fine. They showed up when they said they would, did the service, and were very professional. I would use them again."

"We have Central Heating & Air. They're terrific. The service people they send out are always very courteous, always on time, and never leave a mess. We get the feeling that they don't respond to problems that don't exist, so they are honest. I would give them an A+."

"We use Central Heating & Air. We've been with them for almost six or seven years now, so they've always been a great company for us."

"I'm happy with my heating and air conditioning company. I used one in Home Reports—Central Heating & Air. They're always showing up exactly when they say they will; it's really quite amazing. Whenever there's something to do, they're always able to do it on the spot. They always have the tools with them or whatever, so they can come and do whatever they need to do and leave, so it's great. You don't have to make repeat calls or anything like that, which I really appreciate."

"I use Central Heating & Air. I have been with them for 30 years, and they're the best I've ever found. They're honest and hardworking."

"We have a service contract on our house with Central Heating & Air. They come out twice a year, and they are really nice. I had to call on them to fix the service because something happened to one of the igniters or something, so they replaced that. We put a service contract on the house at the same time, so we are expecting to see them again this summer for the air conditioner."

"We use Central Heating & Air. They replaced two of our units within the last year-and-a-half. We had a new unit put in at my mother-in-law's house and our rental properties that we own. I would highly recommend them."

"We use Central Heating & Air, which I know is rated in Home Reports. That's been good. I would say they're very good, an A."

"We use Central for heating and air, and we're very pleased with them. They do a really great job and work really hard."

"I use Central, and they have always been very good. I have been with them since I have been back in the states. I lived in Germany for 34 years. It is a company that my parents used, and they were very happy with them, so I started out with them to inspect the old system here, and then they actually put in a whole new system for me. I was very pleased with them. They have very personable, very well-trained technicians that come in. I would give them an A+."

"We use Central Heating & Air. We have a contract with them, and I think they're good. We've had them for a couple years. They're prompt, and they're honest. I am very comfortable with them."

"We have been using Central Heating & Air for years. I like them. My husband comes from a small town in Texas, and he's used to the way you do business in a small town, and he says that Central just has this personal touch. You get the feeling that they really care about what they're doing and try to do the best thing that they can for you. So my experience with them has been great. Now, of course, we had to have our system replaced. We had a lightning strike some years back. Of course, it knocked out the air conditioning, and the heating part of it had some age on it. It was still functioning, but we put in a whole new system when we did it, because we knew we'd probably be faced with it in a few years anyhow. So we did that. Then just a couple of years ago, we had a plain old heat pump that we had put in a sunroom, and it was so noisy and not really

super satisfactory, and it began icing up. So we put in a new unit, and all the noise-making part of it is outside. It's wonderful."

"I've used a couple of heating and air conditioning companies, but I haven't had any problems with any. I think I used Central Heating & Air. It was sometime last year that they came out; I needed some work done on one of my units. I think they did fine."

"We've recently dealt with a heating and air company. The name of that company was Central Heating & Air. I have a contract with them, both on my building and my home. They do an A-grade job, absolutely. In fact, I got Central from Home Reports."

"We're using one of the Home Reports' companies—Central Heating & Air. They maintain it. I'd give them an A. It's been pretty basic, exactly what I expected. I haven't even used them a year yet, but they've been good so far."

"I've used Central Heating & Air before. I've used them for a number of years, and I have an annual maintenance contract. Right now, I've got it for two years; it's renewed. So I do recommend them. They do what they say they'll do, they're on time, they get here when they're supposed to, things like that."

"We use Central for heating and air. We have only used them once. They fixed a problem that someone else could not fix. My furnace just wasn't working. Someone had come out and replaced a part and then installed it improperly, but Central caught it right away, so they were able to take care of the problem very quickly. I know my parents use Central, too, and they are very happy."

"We use Central. They're very good, too. They have done maintenance on our units. They would be rated an A."

"I think they're called Central Heating & Air. They're good. I have a yearly contract with them. I'd give them an A."

"We used Central Heating & Air. They were good. I think they were really prompt. They returned our calls, they came out when they told us they were going to come out, so they did really good work. The pricing was quoted properly, too."

"I use Central Heating & Air, and they're fine. They just seem reliable, and if you have a maintenance contract, you get preferred service, so they're pretty responsive."

"I'm using Central Heating & Air, which I think are the same people that's recommended in your Home Reports book. They've always been very good. They've been responsive and easy to work with. They've always been very good, so I've stuck with them over the years."

"We have a company that we use for our heating and air conditioning and maintenance all the time. It's Central Heating & Air Conditioning. They're doing a good job. We have a maintenance plan with them. They usually show up when they say they will."

"I've used Central Heating & Air. I'd give them an A."

"Central Heating & Air has been very good. I think I've pretty much used them ever since we've been here. I would recommend them very much."

"There are some people I like. One is Central Heating & Air. I haven't used them lately, but they did an awesome job. Central Heating & Air can do everything."

"I have a heating and air conditioning company, and I love them. It's Central Heating & Air, and I found them through Home Reports. They're wonderful. We've been with them for about four years now. Their service is excellent, and they never fail to take care of everything. It's a quarterly maintenance program."

"We use Central Heating & Air. We've been using them about 20 years. Since we've been with them that long, we've been pretty satisfied with them."

"We use Central Heating & Air. We have a contract with them. It's working just fine. They come out on time and everything like that. We've been very lucky; we really haven't had anything wrong. But we had a flood, and they got out here very quickly and cleaned out the furnace and made sure that was all fine."

"We've had Central Heating & Air for years. They've just done a good job. I would speak highly of them. They always do a fine job. They actually make their rounds without us calling them. They always call us and tell us it's time to have it cleaned or inspected or whatever, and they come out and do that. They're always friendly. They always seem to know what they're doing, and they never try to sell you something you don't need."

"We use Central Heating & Air. They are great. The men are always thorough, and they call us and schedule appointments. They always show up when they say they are going to. They are very professional."

"I think they're very good. They've been taking care of it ever since we've lived here, which is seven years. I'm on a maintenance plan with them."

"We just got a contract with Central Heating & Air. They are very responsive. I feel comfortable with the technicians coming in my house, and they are absolutely professional."

"I have been using Central Heating & Air. I think I got them out of Home Reports. They're courteous and reliable. They send me a postcard for my quarterly maintenance, and they're very adaptable about the timeframe, which is usually a two-hour window, which is wonderful."

"We use a heating and air conditioning company, and I've used them for years, like 20 years. It's Central Heating & Air. They're good. When you call them, they're easy to schedule, and they come when you need them. We have a maintenance program with them. They're very tidy, they do what they're supposed to do, and they check the problem. As far as service, most people have no service, and they're very good at service."

"My heating and air is with Central Heating & Air. I've been using their service for two years, and I really like them. They come out on time for us and everything. I'm very happy about them. There are usually no service problems at all, and if I do have them, they're right out and good about it."

"We used Home Reports for air conditioning. We chose Central, and they were fantastic."

"I've used Central Heating & Air for years, and I've been very pleased. They usually show up when they say they will."

"We tried another company that was rated highly in Home Reports. I think their name is Central. So far, we feel like they deserve their A rating. They'll come out here and do the work, and they're meeting our demands and our needs right now. I've been very pleased with them."

"We use Central Heating & Air, and for the most part, we've liked them. We've used them since we bought the house because the previous owner had used them, too."

"I used Central Heating and Air. I've got their name on my refrigerator here. They're wonderful. I have had nothing but good things with them. They replaced my furnace, they replaced my air conditioner, and I have a service contract with them, too. They are very trustworthy. They show up on time, their people are well educated, and they send them to school, etc. They take video pictures before and after, so they show it to their supervisor to make sure that everything was done correctly. I'd give them an A+."

"We use one of the heating and air companies that was rated an A. I think it's Central Heating & Air. They actually did some work with rerunning some ductwork and stuff like that. They're doing a good job."

"I used to use Central Heating & Air, and I loved them. I had a contract with them in my old house, and I loved them."

"I use Central Heating & Air. It's the same guy that's been coming for forever, and I like them very much. I recommend them to all my friends and family members. They service my units. They come out here when they're supposed to, and they'll call me ahead of time and be like, 'You need to get this checked up, so let's schedule an appointment.' Home Reports is how I got them."

"I use Central Heating & Air, and we've been using them for a long time. They're fine. I've been with them since '87, on two houses. We actually upgraded our air conditioning, and they worked with us during the renovation, which is different from just the usual maintenance."

"I use Central Heating & Air. I think they do two or three houses in a row here. They replaced my air conditioner, and they come out twice a year, before the heating season and before the cooling season, to do a little checkup. They seem very good. We've never had any problems of any kind. I know there was a time last winter when I had the water draining outside from condensation, and on three occasions, it froze solid, which meant it couldn't drain, and the thing was about to burn up in the basement. I had to go out with my heat gun and thaw it out. About

that time the guy came to check it, and I mentioned it to him. He said, 'You want me to fix it?' I said, 'Yeah,' and he just drilled a hole down the pipe and stuck that tube in there, cutting it off from the outside. He stuck it in there, poked it around, and said, 'You won't have any more trouble.' He took care of that. They seemed professional and they do a good job, as far as I can tell."

"We have used Central Heating & Air since we have been in the house, and it has only been here a few years, but they're good. We have a service contract. It is a tri-level house, and when we moved in, of course, the air conditioner would run all the time upstairs, but it would be hot, and we would be freezing downstairs. I was talking to a friend of mine, and he said, 'Well, we had Central come out and put in a zone system.' Instead of having three different air conditioners, we now have three different thermostats. So whenever the upstairs calls for air conditioning, the middle and the bottom parts do not come on. There are things in the vents and all that, so it directs all the cold air and the heat upstairs, or in the middle or lower part. We have been very satisfied with that, and they come out when they say they are going to be here, and they do their job. I would definitely recommend this company to somebody else, in a heartbeat."

"I absolutely like Central Heating & Air. We lived in Sandy Springs for 15 years, and for 12 of those 15 years they took care of our house there. When we moved to this house, it was a brand-new one, and we stayed with the people that had installed it, but they were horrendous, just horrendous! They let my system rust out until we had to replace it one January day when it was 47 degrees in the house, and my elderly mother was living with us. So we switched back to Central, and they have been incredible. I cannot say enough good things about them. Their people that answer the phone are wonderful, and their technicians are wonderful. I would recommend Central Heating & Air."

"Central Heating & Air is a group I would really recommend. They actually came out of Home Reports. He's a fabulous guy. He came out and did a thorough job, was very knowledgeable, and shared his knowledge with us. I remember him asking us how we found out about them, because they don't do any advertising at all; it's all by word-of-mouth. We couldn't have been happier with his work. He was extremely polite, and did a really good job for us."

"We just purchased an air conditioning unit about five years ago. For maintenance, we've used Central Heating & Air. They were okay. I've had no problems with them. I didn't have any problems with them. We just had some maintenance work done. They came, and they did a pretty good job. It's Central Heating & Air Conditioning. I would consider using them again if I needed to."

"Central Heating & Air does our clubhouse, and since I'm involved with the neighborhood and whatnot, I know that they have been very punctual about keeping appointments when they set one to come service the annual stuff. We're pleased with what they've done with the clubhouse. They're pretty reliable folks out there. I give them an A."

"My heating and air conditioning is with Central Heating & Air, and I think we got that from Home Reports. I've been very happy with them. They've done a lot of work. They put my house on zones at one time. When they come in, I think they're very thorough at checking everything. I

think they're very clean. I pay for a yearly contract with them, and I have liked them that much. Over the three years that we've used them exclusively—it may be more than that—I think I've had only two different people come here. I like to see the same guy coming back. Their employees must be happy, too. In fact, I remember one guy telling me, 'When the economy was bad, they cut down on hours, so they didn't have to fire anybody,' and it was all very voluntary. So I've used Central Heating & Air, and I'm very happy with them."

"We use Central Heating & Air. I think they're in Home Reports. We've had them for many years. We got them several years ago. We've had them since the house was done. They've been fabulous. This was many years ago, but the first time we had problems, it was in August, and my wife was pregnant with my second son. It was hotter than heck, and the air conditioner went out. Those guys were there like the next day. With all the other calls they had and everything else, they were just fabulous, and they've given us tips and so forth on what to do on our system. The one system I have in the house now—the air conditioner is 21 years old—and they maintain this thing. They have been fabulous. They've maintained all my systems. They've been they've been wonderful. They're on call, and they're pleasant. They're there on time, and you get a follow-up call from the office. If they're going to be late, they'll call you. They're good enough to be in Home Reports."

"I've been using Central Heating & Air, and they've done fabulous jobs for us for over a decade, I guess. I did have an A/C unit, an older unit, that was acting up, and they came out, handled it, and got it fixed. It's been working properly ever since."

"We use Central Heating & Air, and they're very good. We have a service contract with them. They've installed an air conditioning unit for us. That's held up well, but it's only been six months or so. The technicians are great."

"I just had heating and air put in last year. I used one out of Home Reports—Central Heating & Air. They did an excellent job, and they have come back to give it its checkup. Everything that they've put in has worked very well. Everything that they said was true."

"We use Central Heating & Air. We've used them for over five years. They're very reliable, and they come when they say they will. I think we have six visits a year. They're very professional, very good. If we've ever had a problem, they have an emergency number where they come right out if you're a customer of theirs. It's an excellent service."

"For heating and air, I used Central Heating & Air. They are very responsive. I was happy with them."

"Central Heating & Air is who we use. I am happy with them. We have a maintenance agreement."

"Central Heating & Air is the best, the very best, and we've been tricked by other companies before. They're doing the maintenance now. They discovered the problem, and we had been told by the other company that it was something completely different. The other company said that

we needed a new unit, and we didn't. Central is honest. They're really honest, so we signed up for a yearly plan for them to come out. I like the whole thing. I would probably give Central an A."

"I guess it's Central Heating & Air that we use. They came and serviced us in July. We don't have any contracts or anything. They just came out, looked at our stuff, and changed the filters. They were fine. I don't have any complaints about them or anything. Everything worked fine after they came. I didn't have to call them back for any reason."

"We have used Central Heating & Air in the past, but not very recently. They are very good. Our next-door neighbors use them, and I think we have only had them come out twice to do sort of a routine check. We pretty much replace our own filters. We do stuff ourselves, if we can. They are very polite and very courteous. I have an easy time with them. There are no problems."

"We've used the same heating and air company since we moved here, I think. It's Central Heating & Air. I'm pretty happy with them. I would recommend them to other consumers. They're always very professional, very nice on the phone, and have kept their appointments. They let us know when they're coming and when they're going to be late, and they always seem to have gotten the job done. We have a system that's very old, and almost everyone's had it replaced, but ours is still kicking, so we're happy with it."

"Central Heating & Air does our HVAC work. They put in new systems for us, and they come out quarterly and change the system from the winter to the summer. They send us a notification that it's time for the inspection, and then they come out and do it. They've always done a very good job. They're very professional."

"My heating and air company is called Central Heating & Air. They come when they said they will. The guys are very professional and polite."

"I use Central Heating & Air, and they're very good. I always have a reservation with them. They do my regular service, plus I had to get a new furnace this year. I find them to be excellent. I would recommend them."

"For heating and air conditioning, I use Central Heating & Air. They've been good for me. I like this one particular service person. He is the only one I've had, and a neighbor recommended him to me. He is great and knowledgeable."

"We went by Home Reports' recommendation on Central Heating & Air, and we like them a lot. We have a service contract with them. They come out when they're supposed to. They replaced our furnace for us. They have done nice, neat work. If I have any extra work, they come when I need it. I would recommend them."

"I use Central Heating & Air. I've been using them for 20 years. The workers are always out here when I need them, and they're very thorough, very professional, and knowledgeable."

"We had a new system put in three years ago. Someone does a contract where they check up on it. It's Central Heating & Air. They've been working out well. We were very pleased. They were

responsive. I know that the people that do the twice-a-year service are friendly and knowledgeable. I think we've been satisfied. I know we had something break on it, and that was fixed. It was under warranty. So I think we've been satisfied overall."

"I use Central Heating & Air. They do maintenance. They've been great at keeping their schedules. They follow up really well. They make sure I'm going to be here. I usually ask them to call me on my cell phone, and they always call when they're supposed to. The guy who always does my maintenance is just really fabulous. He's really trustworthy. It is hard to find that."

"My homeowners' association used Central Heating & Air. The lady that's in charge of paying bills said that they just came in and did their thing. We'd been having problems forever, and I just said, 'Here's the two names; you call one.' They went in and did their thing, they billed us, and we paid them. It was awesome, and we haven't had any problems since. I have not used them myself, but like I said, we used Central Heating & Air at our clubhouse. The president of the homeowners' association kept trying to get someone, and I said, 'We need to call a professional.' I said, 'Call this guy; I'm sure one of these guys can fix it,' and they fixed it within a day. They were out there, they did it, and they billed us. We haven't had a problem since."

"I use Central Heating & Air, and I like them. I think I got their name from the last Home Reports. I've been using them for a couple of years now, and I like them. I'm on a maintenance contract, and they do a good job. We haven't had any major problems, but they do a good job."

"We used somebody recently, and we were pretty pleased with them. I think it was Central. They came out and helped us out here a couple of months ago, I guess it was, when we had some problems with our heater. They were able to fix it. They did a good job. We had some problems with our heater. It wasn't igniting correctly, and they came out, fixed it, and took care of it for us. We actually did do a service contract with them. I think I scheduled them to come out next week to service the air conditioner, to do the seasonal check thing. It's scheduled for next week. They came on time when they did the heating work. They came on time, and were very polite and thorough about everything. They did a good job. I would recommend this company."

"I switched to Central Heating & Air. They have been working out perfect for me. They replaced the whole heating system in the house and two air conditioning units, and those are working fine."

"I used Central Heating & Air. I have since recommended them, and the people that have used them have loved them. I have several pieces of rental property, and I needed a new air conditioner. I called three different places, because, being a realtor, I used to tell everybody, 'Get three estimates from three different realtors—me and two others.' Three's a good number. One company gave it to me on the phone, but another company told me they wouldn't be doing any work for three or four months. So I called Central—that was my third—and they came out and measured the house. The gentleman was so knowledgeable about what I needed and didn't need. I thought I needed a bigger unit, but he said, 'Absolutely not.' He could have made more money than he did. I believed him. I am more than satisfied. They would be the only one I would call the next time I need a unit."

"For heating and air, we got that company out of Home Reports one year. In fact, I just called them today. I called them to come out and do maintenance. It's Central Heating & Air. We have been with them for a couple of years now. They are good about their schedule and about showing up. They did our downstairs heating two years ago. That was good."

"Central Heating & Air is the one that I used. They did installation and service. I absolutely liked them. I used them for as long as I owned a home, which was 20-plus years. I had no problems, and they never tried to sell me anything that I did not need."

"We used Central Heating & Air. Central Heating & Air has put in a fairly extensive air conditioning and heating system in our basement renovation. We haven't cranked it up yet because it's still under construction. We have a lot of confidence in them, so we hope that's borne out by what we experienced compared to the rating. So far, they've been very responsive. We've found that any time we've called them, whether it was a question or our problem or their problem, they have responded."

"I used Central Heating & Air, and I was very happy with them. They've had my contract, they service my equipment, they're here on a timely basis, and they give me good service. I'm happy with them."

"The installation was completed in November. Everything from the initial contact, to the analysis of our needs, completion of the work, follow-up quality review, customer service, and extensive warranty coverage, has been tremendous. Their the best we have ever experienced."

"They did service and maintenance of heating and air conditioning equipment after installation. Since they installed our furnace and accessories in November 2003, Central has provided the best customer service we have experienced with any company for a long time. Most recently, Malcolm provided regularly scheduled maintenance, and made two trips just to make sure we understood everything. And it was all covered under warranty. He did a great job."

"We used Central Heating & Air. They put in a new furnace, and they came out when they said they would. The workers were fine. The furnace was fine through the rest of the winter. It's not causing any problems. I haven't had any problems with them. I've been good with them so far."

"I've found a heating and air company that I like, and actually I found it through Home Reports a few months ago. It's Central Heating & Air. I've been very happy with them. I have a service contract with them. The guys that come out are very nice, and it's always the same people. They know the house and what they're doing. In fact, that was one of the reasons why we went back to Home Reports again when we were looking for somebody for the trees—because it was a good experience."

"I actually chose Central Heating & Air through Home Reports, and they've been pretty good. I have no complaints. It's been a good service. They installed two systems for me. The technicians come out when they're supposed to, they're very good about following up, and they keep on schedule with their six-month inspections and things like that. They were good. I didn't know much about them before."

"We have a good heating and air company—Central Heating & Air. They do a good job. We have a service contract with them. They call and make appointments and do all sorts of things. I would rate them an A."

"I've used Central Heating & Air for years. They're good. I would recommend them."

"We like Central Heating & Air. We got a maintenance contract with them, and I think we found them through Home Reports. Our air conditioner broke this summer and we used a different company, but we did not like them. So we looked in Home Reports and found Central Heating & Air, and so far, we really like them."

"I use Central Heating & Air, and I'm really happy with them. They've serviced and replaced the outside unit, and we've been really happy with their service. We have a maintenance agreement where they come out quarterly, and they're just really good."

"I've been using Central Heating & Air, probably because Home Reports recommended them. I'm pleased with their work. I'm not on a service contract with them. They come out for repairs."

"I use Central Heating & Air. I'm a plumber. They're the people I refer, and I trust them. I have a service contract with them. They service my house. They're great."

"I have used Central Heating & Air. They're really good for heating and air. I've had them for maybe 10 or 15 years."

"I use Central a bit, and they're in Home Reports. I have a service contract with them. The guy who comes out is prompt and courteous. I would give them an A."

"I remember the heating and air people that came in were so very nice. He solved a huge problem for me. They were just so good; I wanted them to get more recognition. It might have been Central. They came in to find out if there was a problem with our A/C because we were having a terrible flood when this was going on. It ended up being a problem with a pump on the A/C that wasn't working. He took the time to keep priming it and find out. He was the one that found out there was an issue with the pump not coming on. The water kept flooding our carpet. I will need to use them again sometime. He was very good."

"Central Heating & Air is who I use. They're pretty good. I haven't had problems with them at all."

"The heating and air company I use is Central. They're very good. I have been using them for probably 25 or 30 years. I have a contract with them, a service contract. They come out when they are supposed to. The owner of the company is a friend of mine."

"We use Central Heating & Air for heating and air conditioning. We find them to be very satisfactory. They're just very dependable. They come when they say they're coming. They seem to do good work, and we've found them to be very reliable. They installed our system, and we have a service contract. The technicians know what they're doing. I'd give them an A."

"I use Central Heating & Air. I'm pleased with them. They didn't install my system, but I have used them for 20 years. We have a service contract with them. They come right out when they say they're going to. They come out quarterly and inspect the system. They do what they said they're going to do."

"I have air conditioning with Central Heating & Air. I've had a contract with them for years. They come out every so often to check everything. I've been satisfied with that. The guys are friendly and knowledgeable. They put in a new one not long ago. They didn't do all of it; it was just the generator. It was about two years ago. It's been working fine."

"I use Central. I think they're very good. I have a maintenance contract with them. They come when they're supposed to come."

"I have been using Central for years. I like them. I'd give Central Heating & Air an A. They have good customer service."

"We use Central Heating & Air. They've been fine. We have a maintenance contract. We had some work done, and we had some work done on ducts and some installation work as well. I would recommend them."

"We use Central. The people before us had a contract with them, a service contract. So we just kept with them, and they come and do service work. The guy that comes is knowledgeable and on time. I would give them an A."

"I think we use Central. We have been using them for years. I have a contract with them. They come out when they are supposed to. They are always very helpful."

"We use Central Heating & Air; we like them a lot. They didn't install the units, but they maintain them. We had a problem with our air conditioner last year too, so they repaired that. The technicians are very nice, and they came out very quickly actually. The customer service representatives are very nice."

"We use Central Heating & Air. They're great. They're very responsive to our needs and very knowledgeable about the products they service. We've been very happy with them. I would give them an A."

"I think it was Central Heating & Air. We used Central Heating & Air and had a really good experience with them. They knew what worked, and I only had to call them once. I didn't have any problems with them. They replaced a system for us, and it worked out very well. I didn't have any problems with the installation, and it was in the middle of winter when the heating system went out. We got him up to the front, and they got him here as soon as they could, and he did it in a very timely fashion. I would highly recommend them."

"We have Central. We've been using them for probably five years. I would rate their service as an A. My wife sees the technician that comes by, but I don't. She feels safe with the technician. We have a service contract with them. They come on time."

"We like Central. They've always been helpful, they've always been here on time, and they do good work. They seem to be very nice. I have no problems with them at all."

"We love Central Heating & Air. They're dependable, they seem to be very honest, and they always show up when they say they're going to. We've been with them for years."

"We use Central Heating & Air. I have a service contract with them. They come out and inspect my unit. They've been good and friendly. I have no problems with my heating and air company."

"I really highly recommend a heating and air company that's listed in Home Reports. It's Central Heating & Air. I highly recommend them. I have had nothing but good work from them. They were so good. I had a service contract with them for the maintenance. It was worthwhile because I had a couple problems, and they were just great. I will continue to use them."

"We use Central Heating & Air, and they're very good. We got the new system two years ago. They installed everything okay. We had problems the first year because of shipping damages, but they did everything. They repaired it and fixed everything. When he was here, he told me that they are the only company in Atlanta that Carrier uses directly. They can get factory repairs, and they're the only one in Atlanta. So if you have a Carrier air conditioner, that is the company to use. If something breaks or comes apart, they have no problem getting anything fixed with Carrier, the main company. I would definitely recommend them."

"I used Central Heating & Air last year. I think they came and replaced a thing on my furnace downstairs. They were good, very professional. They came out quickly after I called them. I think they came out on the next day. My air conditioning went out last September. I don't think it was out for very long. It might have been out for a day or two, but they were out here pretty quickly. That was good, especially last year when it was hot as heck."

"Central Heating & Air is my air conditioning company. We've had them for years. They installed a new system for us several years ago, and we have a service contract with them. We really have had no problems. I'd recommend them to a family member."

"I've used the same company for 22 years. I'm pleased with them. I've used them for as long as we've been in the house here. I have a service contract with them. The technicians that come out are excellent and reliable."

"I have a contract with Central Heating & Air. I'm very satisfied with that company. They're reliable, and they know what they're doing."

"We use Central Heating & Air. These people show up when they say they're going to be here, and they do the job in the time they said they will. We recently had a whole new air conditioner installed. They told me it would take the full day, and it took the full day, but they cleaned everything up perfectly after they left. They also went around and explained exactly what they did after they did the job. I'd recommend them to anybody."

"I had a problem with my furnace short-cycling, and I have had it for three years. Every year, I have tried another company to come and fix it. They would charge me, and when I went to get them to come back, they never found the problem and I had trouble getting them back. This was not the case with Central, and I would have never found them if it had not been for Home Reports. They were very careful, patient, and courteous. He would not leave until he had it conquered. He spent a considerable amount of time troubleshooting a very challenging intermittent problem, and after hours of work, he got it, and we are extremely glad he did."

"They're fine. I've had no problems with them. They would come out regularly if I call them. Any time they've come, I've been very happy and they don't seem to goad me or anything, which is important."

"We're using Central. They're in Home Reports. We are very happy with them. They replaced an air conditioning unit for us, and we've also had some maintenance for us before. We're very pleased with the work they've done."

"Central was satisfactory. They did maintenance. They came out and kind of looked at something. I was pleased with their work, I guess. I've been using them for six months."

"I used Home Reports to hire Central Heating & Air. They've seemed to do a good job for us. We're on their maintenance plan now. They just do service."

"I use Central Heating & Air. They're fine. I would say they're an A. I've been using them for years. They come when they say they're going to come, and they do the right thing. I'm on a maintenance contract with them. They installed my system for me. It's good service and they do a competent job."

"We use Central Heating & Air, and I'm satisfied with them. I've been using them for six or seven years. I think they installed it before I moved into this home, and so I just continued with them. I'm able to get in touch with them if I have any problems. They do the job and they come on time."

"My wife works for Central Heating & Air. They come out four times a year and they are great."

"I like this company."

"We would recommend Central Heating & Air. They replaced our system and they are who I'll use for maintenance."

"I just had routine maintenance done by Central Heating & Air Conditioning. We have been pleased with them since we've been using them since we've been here. They come on average about once every two years. I had them come out once or twice to do a preventative maintenance check. Last time I called them because the air conditioning wasn't working. They added Freon and it's been working ever since."

"I use Central Heating & Air. They do maintenance for us. We are on a service contract with them where they come around twice a year unless a problem arises. They are very responsive. I have to say that they are excellent. I have been using them for four years."

"I love Central Heating & Air. Home Reports has given them good reports. I noticed that we've always had success with them. They fixed our heating and air. They've come back and checked things several times. I've used them for several years."

"We have Central Heating & Air, and I think we got them through Home Reports. They actually installed a new air conditioning system and heating system last spring. It's working fine. They did a good job. There were a few kinks and everything, but they came back and worked them out, so we're very happy with them. I would recommend them because they did a really good job, and we're very happy with our system."

"They were great. They are the most honest people. They just come out and do our present maintenance. We have a maintenance contract with them. They just do a good job, they don't try to sell you stuff that you don't need."

"I actually got this company out of Home reports, Central Heating & Air, and they did a great job. My house was brand new, but I wasn't able to keep it cool. I had two air conditioners—one upstairs and one downstairs. They redid the ducts in the attic. The ducting wasn't big enough for the room that it was going for, but the builders had put in one eight-inch duct leading off to three more eight-inch ducts, so there was no airflow initially. So they reduced it, and then I also had them go ahead and put in a new air conditioner for upstairs. They recommended it, but they said to try out the ducting first, so we went ahead and I did both. They cut some hot air returns on my lot and now the house is cool during the summer and warm in the winter, and it's even cut down my energy bill. They were professional, and whenever I needed any other repairs or other things, they were very reasonable. I was happy with everybody that I dealt with over there."

"We use Central Heating & Air, and we are pleased. They do our maintenance on our system. We've had them for quite a while."

"We use Central Heating & Air. They're fine."

"We last used Central Heating & Air, and they just fixed a coil in our air conditioning. We like them, and we got their names right out of Home Reports."

"We have used Central Heating & Air. We have a regular maintenance service with them and I was pleased with them."

"They're very good. I'm very pleased. I had to have a unit installed. It worked fine. They follow up, and they are here when they say they are going to be."

"I think I generally go with what you recommend. I think for Heating & Air we use Central. They just do maintenance for me."

"We've used them for a long time. We have a maintenance contract with them. They come out and change the filter and such. We also got an air conditioning unit as well, and they did a good installation job. They're also very responsive whenever we call them. They do a good job."

"They're very good. I have a contract with them. I've been with them for three years. I would give them an A. They haven't had to service anything, but they check it every three months."

"We used a heating and air company in Home Reports—Central Heating & Air. They were very good. They fixed a thermostat and then some added some Freon. They were very efficient and seemed to be knowledgeable, so we were very satisfied."

"I'm using Central Heating & Air. I love them, and they're fantastic. I have a contract with them. They've been to my house twice, and they did a phenomenal job both times. They actually installed purifiers on both of my furnaces because both of my children have developed asthma more seriously since they moved to Atlanta. The technician was so knowledgeable and so courteous and so helpful for me. And then when I had them come when I thought I had a problem with my air conditioner, that technician was leaving, they had someone else come out. He was phenomenal. I've had an amazing experience. Central was just phenomenal. I actually signed a contract with them for maintenance of my air conditioner and my furnace."

"They have just been wonderful. We have a service contract with them. I think that helps a lot, too. They are very prompt. I just have to call them, and they are very quick to respond. I have been using them for three or four years. They're excellent."

"We use them. They've been really good. I've been using them for a while now. We had them put in an A/C unit last year. Everything has held up well. If there's a problem, they come back without any questions and fix it."

"They do my service every year. I've been very happy with them. I would give them an A+. I have no negative comments about them at all. I would use them again."

"I used Central Heating & Air from Home Reports, and they did a really good job. I was really satisfied with their work. They just did a service for me. They were pretty easy to get a hold of."

"I used them in my previous home. Central Heating & Air put in a new air conditioner for us about four or five years ago. Central Heating & Air was rated as one of the top companies, and I agree because they did a good job. They serviced us after installing it."

"We like them, and we've had no problems with them. I would give them an A rating."

"The heating and air we used was Central Heating & Air, and we've been very pleased with them. They serviced us recently. We have a contract with them. They come out four times a year. We've never had a problem with them. I would recommend them."

"I had my new heating and air system installed by Central. They were very nice. They're about the best people I've ever had to work in my home. They also maintain it and change the filters

and stuff. Unfortunately this next visit will be my last paid up visit under the contract. I'm probably planning on renewing with them."

"We have been loyal customers of Central Heating & Air since 1995. We've had them replace a bunch of things." 