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Advertising Account Manager: Adam Spacke (317) 808-3449 [adams@angieslist.com](mailto:adams@angieslist.com)

**Certified Ac Service** Apopka FL 32703

**Company ID: 2201207**

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for service and health providers

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**Report Date: February 09, 2011**

<b>Member:</b>	Tuan Nguyen -br />11972 Frieth Dr -br />ORLANDO FL 32837	<b>Overall</b>	A
<b>Category:</b>	Heating & A/C	<b>Price</b>	A
<b>Work Done:</b>	Yes <small>* More Weight is given to a report where work has been completed.</small>	<b>Quality</b>	A
<b>Work Completed Date:</b>	December 22, 2010	<b>Responsiveness</b>	A
<b>Last Modified Date:</b>	February 21, 2011	<b>Punctuality</b>	A
<b>Hire Again:</b>	Yes	<b>Professionalism</b>	A
<b>Approximate Cost:</b>	\$10,000.00		
<b>Home Build Year:</b>	1990		
<b>Description Of Work:</b>	Certified AC Service replaced the a/c, installed an outlet, and did some ventilation work for me in December.		
<b>Member Comments:</b>	Their quote included a ten year warranty and the vent work as well. My interaction with them was good. The customer service was good and the workers were really nice. The work was done properly. It's great work because they had the workers do it then someone checked it. Something was done wrong, but it was corrected right away. The price was very competitive. I would use them again in the future.  <small>Transcribed from a telephone interview</small>		

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**Report Date: December 23, 2010**

<b>Member:</b>	Doug Murray -br />509 Grove Ct -br />Altamonte Springs FL 32714	<b>Overall</b>	A
<b>Category:</b>	Heating & A/C	<b>Price</b>	C
<b>Work Done:</b>	Yes <small>* More Weight is given to a report where work has been completed.</small>	<b>Quality</b>	A
<b>Work Completed Date:</b>	December 21, 2010	<b>Responsiveness</b>	A
<b>Hire Again:</b>	Yes	<b>Punctuality</b>	A
		<b>Professionalism</b>	A

**Approximate Cost:** \$520.00

**Home Build Year:** 1972

**Description Of Work:** Diagnosed squeals from condenser and replaced condenser fan motor.

**Member Comments:**  
 Called in the morning, Steve arrived right after lunch to diagnose the problem - bad bearings in the condenser motor. He ordered a replacement motor and arranged to return with it the next day. A few minutes after he left, he called back saying the company already had a motor they wouldn't need right away asked if he could just come back and install. Of course, I said yes and he was done two hours later. The price seemed high, but I really don't have any experience to compare it to. It was \$76 for diagnosis and the motor and installation on top of that.

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**Report Date: December 20, 2010**

**Member:** Quinton Smith  
 #134  
 522 S Hunt Club Blvd.  
 APOPKA FL 32703

Overall A  
 Price B  
 Quality A  
 Responsiveness A  
 Punctuality B  
 Professionalism A

**Category:** Heating & A/C

**Work Done:** Yes  
\* More Weight is given to a report where work has been completed.

**Work Completed Date:** November 04, 2010

**Hire Again:** Yes

**Approximate Cost:** \$5,235.00

**Home Build Year:** 1986

**Description Of Work:** Install went well. Only problem was a part they needed to remote control the outside unit with the inside unit. (Otherwise they would have needed to run new wiring.) That part did not come in until 3 days later, scheduled time and they came out to install. VERY good service and VERY knowledgeable.. Helped explain some things to me. Now, I have some knowledge about HVAC and have researched for 5 months before contacting 5 vendors for quotes. Certified was NOT the lowest, but the best for the amount of work and information provided.

**Member Comments:** The quote and follow up were Superb! Hats off to the gentlemen at Certified!

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**Report Date: November 01, 2010**

**Member:** William Gassaway  
 10495 Kristen Park Dr.  
 Orlando FL 32832

Overall B  
 Price A  
 Quality A  
 Responsiveness B  
 Punctuality B  
 Professionalism A

**Category:** Water Heaters

**Work Done:** Yes  
\* More Weight is given to a report where work has been completed.

**Work Completed Date:** October 25, 2010

**Last Modified Date:** November 07, 2010

**Hire Again:** Yes

**Approximate Cost:** \$50.00

**Home Build Year:** 2004

**Description Of Work:** Certified AC Service fixed my hot water heater in the last week.

**Member Comments:**  
 They were very good. The technician who came out was very fast and quick. He did the work and the problem was fixed. I would use their services in the future too.

Transcribed from a telephone interview

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**Report Date: October 01, 2010**

<b>Member:</b>	BOYCE THOMPSON ST. ALTAMONTE SPRINGS FL 32714	Overall Price Quality Responsiveness Punctuality Professionalism	A A B A A A
<b>Category:</b>	Heating & A/C		
<b>Work Done:</b>	Yes <small>* More Weight is given to a report where work has been completed.</small>		

**Work Completed Date:** September 08, 2010

**Hire Again:** Yes

**Approximate Cost:** \$5,800.00

**Home Build Year:** 1972

**Description Of Work:** Removed a air conditioner and air handler, Installed a new Heat Pump and Air handler.

**Member Comments:**  
 The crew showed up on time, laid down drop cloths. Took out old units. They had to adjust the height on the platform for the air handler and redo duct work to the air handler. Installed a thermostat, and started the unit up. They cleaned up before leaving and actually left the install looking better than when they started. It took longer than they expected because of some complications, but they didn't leave until it was completed and I paid just what was originally estimated. After the installation, they had to come back because of not properly reconnecting a water pipe they had to move. I found everyone friendly, and courteous, and willing to answer questions during the job. They were very responsive to my needs and made adjustments to the installation in response to my desires, no questions asked.

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**Report Date: June 27, 2010**

<b>Member:</b>	stephen peer 1235 lattimore dr CLERMONT FL 34711	<b>Overall</b>	A
<b>Category:</b>	Heating & A/C	<b>Price</b>	B
<b>Work Done:</b>	Yes <small>* More Weight is given to a report where work has been completed.</small>	<b>Quality</b>	A
<b>Work Completed Date:</b>	June 21, 2010	<b>Responsiveness</b>	A
<b>Hire Again:</b>	Yes	<b>Punctuality</b>	A
<b>Approximate Cost:</b>	\$170.00	<b>Professionalism</b>	A
<b>Description Of Work:</b>	A/C had stopped working. Came the next day got things inspected and diagnosed. Was very professional and helpful in getting the system up and running and giving info on how to get supplies to keep it in good order.		
<b>Member Comments:</b>	A/C stopped working Sunday night, they were able to get out next morning and found it had frozen up. He got it thawed and checked out, getting the machine set to factory specs. He gave us good advice on how to keep the filter and machine cleaned and where to get the filters we needed. Explained all costs before he proceeded and took care of the problems without going over the estimates.		

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**Report Date: August 20, 2009**

<b>Member:</b>	EVE AKEL 2579 SAN TECLA ST ORLANDO FL 32835	<b>Overall</b>	A
<b>Category:</b>	Heating & A/C	<b>Price</b>	B
<b>Work Done:</b>	Yes <small>* More Weight is given to a report where work has been completed.</small>	<b>Quality</b>	A
<b>Work Completed Date:</b>	August 11, 2009	<b>Responsiveness</b>	A
<b>Hire Again:</b>	Yes	<b>Punctuality</b>	A
<b>Home Build Year:</b>	2005	<b>Professionalism</b>	A
<b>Description Of Work:</b>	They came to fix the air conditioner.		

**From:** Amy Homrich  
**Sent:** Tuesday, October 19, 2010 4:12 PM  
**To:** 'ron@certifiedAC.com'  
**Subject:**

**Excellent Service from Certified AC & Heating - Best Service, Excellent Value.** - - Today

This is the first time I have entered a review but this company warranted some words of praise. They were very thorough in their inspection, my options and their estimate. They showed up, did an excellent job and cleaned up after themselves. The level of professionalism was displayed all the way through the company from the estimate to the work done, all neat and clean. I am really enjoying the new AC with the thermidstat, the whole house feels very different then my previous system, quiet and clean. They included (without asking) items that other companies did not plan to include (shut off breaker) etc that were required by code but not offered and the inspection included duct work (which was fine) but no one else offered to look at this in the same top to bottom way that they did. They weren't the lowest bid but right in there with the rest and that made me confident in spending a couple hundred dollars more. I will recommend them to all my friends. A. Perry

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**Amy M. Homrich**  
Harland Financial Solutions  
Phoenix Division  
[Amy.Homrich@Harlandfs.com](mailto:Amy.Homrich@Harlandfs.com)  
407-804-6505

02/23/2011

Eduardo J. Rubiera

6221 Wynfield Court, Orlando, FL 32819

Telephone (407) 748-0256

February 5, 2011

Mr. Ron Edenfield, Owner  
Certified AC & Heating  
2502 Vulcan Road  
Apopka, FL 32708

Dear Mr. Edenfield:

I wanted to take this opportunity to thank your staff for the excellent service they have provided including the first service call by Damien, the proposal developed by Kevin Franklin, the installation by Cesar Sera and Adolis Estevez, and follow-up by Jim.

All these people behaved professionally and diligently; they left me with the impression of wanting to do whatever was best for the customer.

Perhaps because they spent more time with us than the others, the two installers, Cesar and Adolis, stand out for their hard work and courtesy.

My congratulations to you for having such an excellent staff.

Regards,



Eduardo J. Rubiera

We just replaced a heat pump at our home. Prior to doing so, I did a great deal of research about the systems which I was considering, Trane and Carrier. Our home already had a super efficient system, so there were only two choices for a better SEER rating. I originally had Trane units and was planning to install the same. However, in the past, I have found the units seem to be a bit difficult for some technicians to properly pressure test and charge appropriately. I also learned online that the newer Trane units have had many problems and complaints about their new coils - - apparently a different type than the older models. Believe me, I did not need any more problems with the AC! So I opted for the Carrier, which was a bit more expensive, but it appears to be more reliable.

I received bids from three companies, one of which performs the preventative maintenance on the units. The company I chose was Certified Mechanical, aka Certified AC. The person I dealt with was Rich Chisolm, an Engineer, who is quite capable of answering all of your questions -- if he is still sane after answering all of mine! My reasons for selecting Certified (and not the company that performs my preventative maintenance) were the ability of Certified to install the equipment sooner than the other companies, the responsiveness of Mr. Chisolm to any and all questions I had, and the impression that Certified really wanted the business because they were so attentive. By way of background, Certified installed the AC on my home originally, and they are used to dealing with larger homes as they work with builders in the area.

I was very pleased with the work performed. I will give you fair warning -- the new units are larger than the old ones (surprisingly). I had to have the platform on which the air handler sits lowered, which was done. I also had to have one other outdoor condenser unit moved to allow the new unit to be installed. They took care of everything. It did take two days to complete the work. However, I was told prior to signing the contract to allow that much time as the units may not always be started up on the same day as the install. Weather did not make anything easier for the installers. Everyone was very polite and professional.

The good news in all of this is that the AC companies are offering rebates now; there is a \$1500 tax credit if the AC unit meets specific energy requirements; and Certified also takes care of a small credit on your electric bill for efficient units. So now is a good time to replace a unit.

You may contact Mr. Chisolm at 407-704-9797.

8/10/09