

# Choosing the Right Contractor

**H**ousehold projects are always on the to-do list and you want the best for your castle. Finding the right contractor is important to ensure your project, upgrades or repairs get done right. Whether you choose to repaint, add on a sunroom, make over your kitchen or have your air conditioner replaced, take a few proactive steps to contract a company or individual who has the proper credentials. You should trust those you hire that enter your personal space and expect dependability and professionalism. Ask a neighbor, friend or family member who they recommend since word of mouth delivers a sense of trust. Follow these tips to be happy with your next project expert you choose:

**1. Research.** Data is at our fingertips with technological advances so search that company or individual online. Websites, testimonials, review sites, BBB reports and even Facebook can reveal a lot and can help narrow your search. Ask for references.

**2. Licensed and Insured.** Confirm that your expert is state licensed and insured, specifically carrying liability and workman's compensation policies. Those not insured or licensed enter your home with a load of risks on YOUR shoulders. Go the extra step and ask for proof of both. A proud and prepared contractor will gladly comply with your request.

**3. Experience and Longevity.** Highly consider the length of time in business and experience in that field. You want a contractor that has many years of both in their resume and assure you that they will be there for you future.

**4. Contract and Terms.** Confirm that your expert will provide a written contract including scope of work proposed, warranties, quotes, payment terms and receipts so you are both in clear agreement with expectations of your project.

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The above tips can be applied to hiring any contractor. Kellam Mechanical delivers heating, ventilation, air conditioning and electrical services so here are some additional tips specific to hiring an HVAC contractor:

**1. Accuracy.** For comfort system replacements, insist on receiving a replacement proposal that has been figured using a manual J calculation, which measures applications to ensure the right sizing of equipment specific to your home.

**2. Permits.** Some HVAC work performed requires permits, so confirm that your expert will obtain city permits and schedule the follow up city inspector to approve workmanship and code compliance.

**3. Certified Technicians.** NATE certified technicians are recognized as highly skilled and

trained in this field.

#### **4. 24/7 Accountability.**

Expect your expert to be on time and follow through with contracts, repairs, appointments return phone calls and billing.

Sometimes comfort systems fail after regular business hours so make sure you build a relationship with a company that will respond to your comfort challenges at any time of day or night.



**Owners  
Scott & Sarah Kellam**

**5. Repair, Replace and Maintenance.** Hire a company that employs technicians that are trained to repair and replace comfort systems. A company that also offers annual maintenance programs is focused on lengthening the life of equipment and keeping it operating at high efficiency, saving you energy costs.

**6. Flat Rate Pricing.** This structure for repairs is your insurance to protect against over charges on an hourly base.

These tips are NOT too much to expect. A professional contractor will meet these reasonable expectations. Kellam Mechanical lives these standards and we expect you to have high standards for your home and comfort. To connect with Kellam Mechanical to meet your heating, air conditioning and electrical needs, click or call. Our business history began in 1995 and owner, Scott Kellam has over 38 years of experience in the industry. Our NATE certified techs will gladly respond to your comfort needs for many years to come.

Spring projects are on our minds, so stop by the Mid-Atlantic Garden Home Show at the Va. Beach Convention Center April 11-13th and visit the Kellam Mechanical booth to enter product and service drawings. Be sure to visit our Facebook page to win free home show tickets the week prior.



*Tell 'em Kellam*

