



(830) 476 - 5955
2001 Wald Rd
New Braunfels, Texas 78132

Things to Look for When Choosing the Right Contractor:

1. Are you licensed and insured?

- a. **What to look for:** Verify the contractor's license number and ask for proof of insurance to ensure they are qualified and protected.
- b. **Legacy:** Our HVAC License # is TACLB43171E. We carry General Liability insurance and automobile insurance with minimum statutory limits.

2. How much experience do you have with new system installations?

- a. **What to look for:** Inquire about the contractor's experience specifically with installing new HVAC systems to gauge their expertise.
- b. **Legacy:** We've been in business in New Braunfels since February 2013. Our leadership has firsthand experience working as HVAC Installers, Service Technicians, and eventual Leadership roles for over 15 years. Our Install Team is made up of Install Leads and Install Apprentices that have years of experience. The Apprentices are working their way towards a Lead role after a few years of proven excellence.

3. Can you provide references or testimonials from previous clients?

- a. **What to look for:** Ask for references or testimonials to gain insight into the contractor's reputation and customer satisfaction.
- b. **Legacy:** We'd invite you to read through our 10+ years' worth of Google Reviews and Facebook Recommendations. We strive to provide exceptional experiences for our customers as you can read through the feedback. Every review was hand typed by a real customer – no bots or fake reviews. We can provide offline based references as needed.

4. Are you certified by any industry organizations?

- a. **What to look for:** Check if the contractor holds certifications from reputable organizations, indicating their commitment to professional standards.
- b. **Legacy:** We are a Trane Comfort Specialist from Trane Technologies, the leader in heating, ventilation, and air conditioning systems. We are also a Ductless Pro with Mitsubishi Electric, the leading HVAC mini-split technology company. We adhere to their requirements of HVAC system service and installation for proper operation, support, and warranty.

5. Can you provide a written estimate and contract?

- a. **What to look for:** Request a detailed written estimate outlining the scope of work, costs, warranties, and any other important terms. Ensure a contract is in place before proceeding.
- b. **Legacy:** We provide written estimates at the time of our scheduled estimate with you. After you accept and sign it, then we will contact you about when to schedule the installation and answer any other questions you may have.



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6. Do you have knowledge and experience with energy-efficient systems?

- a. **What to look for:** Inquire about the contractor's expertise in energy-efficient HVAC systems and their ability to recommend energy-saving options.
- b. **Legacy:** Over 80% of our new system installations are 16 SEER2 and higher. Approximately 25% of our installations are communicating variable speed 18 and 20 SEER2 units. We always highly recommend energy-efficient units if they fit the customer's budget.

7. Do you work with reputable HVAC manufacturers?

- a. **What to look for:** Check if the contractor has partnerships or affiliations with well-known HVAC manufacturers, as this can indicate their commitment to quality products.
- b. **Legacy:** The HVAC manufacturers we work with solely are Trane Technologies and Mitsubishi Electric. They are the leaders in their respective fields of HVAC technology and provide us with the support, assistance, and warranty to provide our customers with trustworthy and dependable products.

8. Will you obtain the necessary permits and comply with local building codes?

- a. **What to look for:** Ensure the contractor will handle the permit process and adhere to all local building codes and regulations.
- b. **Legacy:** We pull permits on behalf of customers for every installation we do if required (within city jurisdiction they are required, but if outside of city limits, they usually are not). After job completion, we will contact you to schedule the inspection with the city.

9. What post-installation services do you offer?

- a. **What to look for:** Inquire about maintenance plans, warranties, and ongoing support provided by the contractor after the installation is complete.
- b. **Legacy:** All our installations come with a one-year Legacy Family Plan Membership, which includes maintenance visits for the first year of your new HVAC system. We register your equipment for its manufacturer's extended part warranty, and if applicable, we will register your equipment for the extended labor warranty. We are always a phone call/ email/ text message away from continuously providing you an exceptional customer service experience.

10. Can you conduct an energy efficiency assessment?

- a. **What to look for:** Ask if the contractor offers energy audits or assessments to ensure your new system is properly sized and optimized for efficiency.
- b. **Legacy:** We run heat loads on every home to make sure we are offering the correct sizing of HVAC equipment. Just because you have a "3 ton" HVAC system, doesn't mean that is the correct size equipment for your home today. We will run a heat load to ensure that we are recommending and installing the correct size equipment.