

HVAC SERVICE SALES QUESTIONS – GETTING STARTED

1. Do you currently have an HVAC service program in place?
2. Is there a current contract commitment? When does it end?
3. What type of program is it?
4. How would you rate your present HVAC program?
5. How would your “internal customers/tenants” rate your current program?
6. What would you change with how things are being done now?
7. Are you happy with your current vendor?
8. How is your HVAC system currently being maintained?
9. Do you have any critical areas to control., for example process equipment, server rooms?
10. Are you experiencing excessive breakdowns and repairs?
11. What are your main problem areas?
12. Are there any recurring problems?
13. Is equipment downtime affecting productivity in any way?
14. Do you own the building?
15. How old is your building? Square feet?
16. How long do you plan to stay in the building?
17. Are there any plans for expansion or redesign?
18. Do you have any in-house HVAC capabilities?
19. Have you considered any other HVAC programs other than what you have now?
20. Does single source responsibility interest you?
21. How high of a priority is safety in your organization?
22. Are there any current areas of concern when it comes to safety in your facility?
23. What is your annual budget for HVAC related costs?
24. Is your fiscal year the same as calendar?
25. Who else is involved with you in making these decisions?
26. Can we meet with them as well?
27. Do they feel the same as you do regarding the problems we’re discussing?
28. Is there a budget in place to resolve the issues you’re dealing with?
29. Are you and your team committed to making a change at this point?
30. What is the anticipated time frame for making a change?