

At-Home Services / Trane Appointment Form

Date: ___ / ___ / ___

The Home Depot Store #: _____

Dealer/Vendor #: _____

Appointment Generator: _____

Prospect #: _____

Customer: _____

Home #: _____

Address: _____

Work #: _____

City: _____ State: _____ Zip: _____ Cell #: _____

Nearest main intersection or cross streets: _____

The free in-home consultation takes about an hour, possibly more – depending on your questions and concerns. What are the most convenient times for you?

Appointment date/time: _____ **Alternate date/time:** _____

1. Type of installation? Replacement Add-on New construction Need service now
2. Square footage of home? _____ Sq./Ft
3. Is current system operational? Yes / No Current heating fuel type? Gas All electric Propane
4. What is current unit? Split System Packaged Unit (heating and cooling in single cabinet)
5. If unit includes heating, is it gas or electric? Gas Electric Boiler
6. Interested in what type of unit(s)? Heat AC Both
7. Interested in The Home Depot financing? THD Home Improvement Loan THD Charge
8. When are you looking to replace your old equipment? ASAP 1-2 months 3-6 months Longer than 6 months

Describe your satisfaction with your:

Electric Bill (Happy—OK—Unhappy)

Gas Bill (Happy—OK—Unhappy)

Ability To Clean Your Indoor Air (Good—Fair—Poor)

Current Level Of Comfort (Good—Fair—Poor)

Reliability Of Your System (Good—Fair—Poor)

Noise Level Of Your Outdoor (Good—Fair—Poor)

Noise Level Of Your Indoor (Good—Fair—Poor)

Service & Repair Bills (Good—Fair—Poor)

Notes: _____

This form has been faxed to The Home Depot Comfort Center @ 1-800-358-8326