



Frequently Asked Questions

You are going to be asked all sorts of questions – from “where’s the restroom?” to “can you help me find the duct tape?” and more. With your handy store map and frequent fact-finding missions through the store, you’ll soon know how to answer these questions. Always remember, if someone asks a question you don’t know the answer to – just say so with a smile, and then assure them that you’ll find out the answer. Customer satisfaction should always be your goal.

Q: Where are the locks, faucets, paint brushes, carpeting etc?

A: Let me show you. Best practices support the AG leading the customer to that department and finding a department associate to assist the customer. Bottom line, get a map and familiarize yourself with the entire store. And as you’re walking with the customer, start a conversation leading to comfort questions.

Q: Can you just give me a ballpark price for a 3-ton air conditioner?

A: I appreciate your question. Unfortunately it’s impossible to accurately determine your cost without first coming to your home to see what’s involved. Every home is different. Why don’t we set an appointment today and find out?

Q: I need service on my air conditioner (or furnace). Can I schedule service from the store?

A: Yes, we can assist you. I’ll call THD Comfort Center right now and schedule service work for you. It will only take a few minutes. They will schedule the service call around your schedule.

Q: What makes Trane so good?

A: Trane has built its reputation on a long history of quality. Trane manufactures comfort products that are the recognized choice among consumers and are known to be the most reliable, durable and energy efficient products available today. Plus, Trane offers the best system warranties including its “perfect 10 warranty.” When you purchase an XLi system, all the Trane supplied components are covered by a 10-year limited parts warranty. These are the reasons why Trane is the world leader in residential comfort systems. And why we say “It’s Hard To Stop a Trane.”

Q: How long does an installation usually take?

A: That’s a good question. It depends on your particular situation. Because each job is different, our comfort consultant will be able to tell you after he has thoroughly analyzed and measured your home and asked you what your particular comfort needs are.

Q: How much will this cost?

A: That’s a good question. It depends on your particular situation. Because each job is different, our comfort consultant will be able to tell you after he has thoroughly analyzed and measured your home and asked you what your particular comfort needs are.

Q: Can I buy a Trane product from the store and have my AC guy put it in?

A: The HVAC program here in the store is not cash and carry. The AHS program is built around total customer satisfaction with the certified Trane Dealer who is aligned with the store. We take 100% responsibility for selling, furnishing and installing the Trane system you select. AHS is responsible for the total management of your job from start to finish ensuring your complete satisfaction.

Q: Are you a Home Depot employee?

A: I work for the certified Trane Dealer who has total responsibility for selling, furnishing and installing the Trane systems for THD.

Q: I have a store coupon good for a 10% discount. Can I use that to offset the cost?

A: Store coupons are limited to selected store merchandise only and do not apply to AHS installed services. Note: if spring or fall consumer promotion is in effect you could say “However, we are offering a “free Trane 10-year parts and labor warranty with the purchase and installation of an XLi system (Or rebate from Trane for \$xxx)

Q: Do you match prices with other air conditioning (Trane) contractors in the area?

A: No, we can’t do that because it’s impossible to match or compare other contractors services since each job is unique and totally dependent on your special needs. Plus, AHS has special requirements for us in order to insure your 100% written satisfaction.

Q: I’m not sure I can afford a Trane system. I hear they are expensive.

A: Trane has systems that meet everyone’s lifestyle, pocketbook and comfort needs. And, The Home Depot has numerous payment options available, from 6 months no payment no interest to qualified customers, to liberal Home Improvement loans. Prequalifying is easy and it only takes a few minutes. I’d be glad to assist you in completing The Home Depot credit application.

Q: The Home Depot advertises the lowest prices. Does this apply to Trane air conditioning and heating systems?

A: The price guarantee applies to cash and carry store merchandise and not to custom installed services like air conditioning, roofing, siding, kitchens and windows.

Q: I have heard that it’s usually very hard to get the contractor to come back if anything goes wrong after the installation.

A: The At-Home Services pledge is built around your 100% satisfaction before, during and after installation. We pledge to respond within 24-hours of being notified by you. One call does it all to The Home Depot Comfort Center. Or if you wish, you may contact us directly.

Q: I like shopping at The Home Depot. Can I purchase my new air conditioning system (heating system) on my Home Depot credit card?

A: Since you are already an approved Home Depot credit card customer, it makes qualification easier. Depending on the requirements for your particular job and because each job is different, our comfort consultant will be able to assist you with Home Depot financing after he has thoroughly analyzed and measured your home, plus asked each decision maker about their particular needs.

Q: Why should I choose The Home Depot when I can contact other local Trane dealers or other HVAC contractors?

- A: The advantages for using The Home Depot are:
- Best products (Trane)
 - Best warranties
 - Best installers (Trane Dealers)
 - Best name in Home Improvement, The Home Depot.
 - Best customer satisfaction
 - Best financing

The Home Depot-certified Trane Dealers are required to pass rigorous background checks, attend special training and meet stringent quality and installation standards. As a matter of fact, they must complete a 33-point installation checklist signed by you. Then every THD consumer gets to complete a very thorough job satisfaction survey in which the Trane Dealer must meet a very high standard.