Guide to Contracting with Lane's AC

This guide explains the simple steps for engaging Lane's AC for any requested services, from initial contact through project completion.

1. **Determine your service needs**
   Identify the type of service required, such as repair, routine maintenance, or system replacement. Gather basic information about your system, including the type of equipment and any known issues. Having this information ready helps Lane's AC assess your needs accurately and efficiently.
2. **Contact Lane's AC**
   Reach out to Lane's AC by phone, email, or through their website to request service. Be prepared to provide the property address, your preferred contact information, and a brief description of the issue or project. Lane's AC will schedule an on-site evaluation if needed. If an on-site evaluation is scheduled, please ensure that the technician has access to the HVAC equipment, electrical panels, and any secure areas.
3. **Review the invoice/proposal**
   After the on-site evaluation, Lane's AC will provide a written proposal to complete the requested work. Review the proposal carefully to ensure the scope of work, equipment specifications, and pricing are clearly outlined. Ask questions if any details are unclear.
4. **Finalize Contract Terms/Scheduling**
   Once the proposal meets your approval, review the final contract terms. This includes payment schedule, deposit requirements, cancellation policies, and warranty provisions. All agreed-upon terms should be approved of with a signed proposal. Lane's AC will confirm the project start date, estimated completion timeline, and any preparation required before work begins.
5. **Work Execution and Communication**
   During the service or installation, Lane's AC will perform the work according to the agreed scope. Any changes to the original plan will be communicated and approved through written change orders before proceeding.
6. **Project Completion and Final Payment**
   After the work is completed, Lane's AC will provide any applicable warranty documentation and equipment information. Final payment is made according to the contract terms, and a paid invoice or receipt will be issued.
7. **Ongoing Service and Support**
   Lane's AC may recommend a maintenance plan to help extend the life and efficiency of your system. Keep all documentation for warranty purposes and contact Lane's AC for future service needs or support.