

Posted on 9/13/2007

Beware!!!!!!!!!!!! Save your Money!

After spending 1376.31, the air is still not working properly - it's not blowing in all rooms. We contacted the company and told them that it was still not working and they offered to replace the whole unit for an additional 2400.00 if I made a decision within 24 hours, at this point I feel that we were taken advantage of because of the heat wave we have been experiencing here in Atlanta and the lack of knowledge we have with air conditioning units. I believe that I am a victim of bait and switch. We never saw the parts he replaced and we never saw the parts he put into the unit.

Was this review helpful?

Overall Quality Service Value ** Mechanic's Heating & Air Conditioning, L replied on 08-15-2007**

Our dealings on this job were with a male. We were called out on 7-31-07 by the Mr. and discovered his unit had a bad capacitor on the fan and compressor, and a defective contactor. Despite our pleas not to attempt repairs on a system in the condition their system was in, Mr. demanded our technician to do what he could in an attempt to save the unit so he would not have to spend more money replacing the unit. Our technician followed Mr.'s demands and performed a contactor and capacitor replacement service for Mr.. When we left, the unit was working and Mr. was happy. He even sent us a compliment via our web site and took a picture for our technician beside his units because he was so happy. His comments were "I am extremely pleased with Mechanic's. My A/C unit quit working. I called and Barry was here in about 3 hours. He was truly professional and very knowledgeable. He located the problems within 15 minutes. He repaired the problems and serviced both units I have, making sure the job was done right. I highly recommend Mechanic's and will call them again to service my A/C and furnace units. Thank You for a job well done." On Saturday, August 4, 2007 we were recalled out to this customer's residence. We provided this customer with warranty replacement of the capacitor and added a booster in a last ditch attempt to save the unit even though it was near death. The unit was working fine when our technician left the residence. On August 8, 2007, our office received in a call from a female, the Mrs., telling us she was upset the repairs did not have a long-term fruitful outcome. We explained to her that the repairs were not recommend by us, however, we offered to give her a full credit for all work done toward her purchase of a new system in accordance with our web only special at www.MechanicsAir.com. This meant this customer could get a new 13+ SEER system for the cheapest price around! Mrs. was offered an extra day to shop and think about our offer. She immediately declined our offer and while trying one last attempt to satisfy them, we learned from another person at the residence that Mrs. makes all the decisions, not Mr.. At Mechanic's Heating & Air Conditioning, LLC, we take every complaint very seriously and we have a goal of 100% satisfaction of our customers. Unfortunately, we were not able to reach this goal in relation to this customer.