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Questions to Ask Before Hiring a Geothermal Dealer



Are you looking to install a complete heating and cooling system that will save you money? A DX geothermal system turns your yard into a power plant and uses the energy more efficiently than a traditional water based geothermal systems.

Geothermal works by using an underground loop system to keep your home at a consistent and comfortable temperature, by exchanging energy from your home and the earth. Your lawn becomes the permanent power plant for your home. This provides an extremely comfortable and reliable energy source as well as the most

efficient heating, cooling, and water heating system available on the market today.

A DX geothermal unit will produce four to five times more energy than it consumes, ensuring you get maximum heat for the lowest cost. Our customers have seen up to a 70 percent reduction in heating and cooling cost by switching!

If you're considering this highly efficient and environmentally-friendly system, there are a couple questions you should ask before choosing your dealer and installer.

How long has the company been around?

A good company will be well-established and have documentation to back up their claims. Look for a geothermal dealer who has a proven track record and can show examples of their installations and how much it has saved their customers.

If possible, ask dealers to refer you to a customer and ask them about the company. Did they see a yearly savings and has equipment worked as promised?

Is there a warranty on the hardware and installation?

A warranty is an important factor when considering a dealer. No system will be perfect, and a warranty may save you in the case of a glitch. Each dealer will have their own warranty and support policy, sometimes based on the system they install. As with any warranty, it's important to understand what is covered in the case of a system failure. Even in cases where a "lifetime" warranty is offered, it may not include the whole life of the product.

Look for a comprehensive warranty, one provided by both the manufacturer and the contractor. While the length of warranty does matter, what really makes a difference is how much the warranty covers.

Ask questions like, is excavating, refrigerant, or air handler included in the warranty? If not, you may be on the line for the most costly part in a potential repair. The more complete a warranty is the more satisfied you will be.

Who will be installing the unit?

Some geothermal dealers subcontract installations. Subcontractors are motivated to get the job done as quickly as possible, and are less concerned about the overall quality of the installation.

Make sure you understand who will be installing your unit and do the due diligence in learning if they are a reputable and experienced geothermal installer. If possible, hire a dealer who has an in-house installation team. An in-house team will have more incentive to do good work and you have the benefit of the company's management to keep them in check.





Are they familiar with your area?

Depending on your geographic location, drilling conditions may be more or less challenging. For example, in New York State it's more difficult to drill in because of granite and dense rock conditions. This makes finding an experienced geothermal dealer crucial.

Ask if your potential dealer is experienced in drilling in your area and understands the underlying bedrock and what it means for drilling.

Don't be fooled when you hear claims of a new way that is quick and easy. Billion dollar companies have been drilling for hundreds of years investing in the latest technologies to improve efficiency. There is no easy way to drill.

Do they have the right equipment efficiently measure your home?

A good geothermal dealer will have experience and knowledge in sizing a geothermal to the individual project. A well-designed Geothermal system will provide cost effective comfort for many years. There are a couple different ways they should measure your residence before they start designing or installing a system.

First, the installer should provide your home with an initial audit and a manual J report. This is paramount in correctly sizing the geothermal system and ensures proper performance. The insulation, windows, and doors needs to be accurately assessed prior to generating an estimate.

If a dealer would install new Geothermal system without an audit, it will result in higher energy bills. But, if you know the home's efficiency you can improve it, therefore reduce the size of the system necessary to heat and cool your home. At the same time, you can lower the cost of energy needed to heat and cool the house. Find a dealer willing to help you do this.

Are they working to cover your existing load or reduce energy expensed?

One of the main reasons people choose geothermal energy is because of the savings. But, some dealers work to simply install a unit to cover the existing load, not design a unit that can require less energy.

A good dealer will consider helping you find energy savings in places like insulation, windows, and doors. Once this is done they can prepare an energy audit and design a geothermal unit that will help you save money on your heating and cooling bill.

Promised the World, But Given a Lemon

Unfortunately, we've seen it far too many times. Dealers promise their customers the world, but don't deliver as expected. They design systems that are not adequately sized and in the end the consumer suffers. Here are a couple examples of what our customers have experienced.

1

Paul F., of Putnam Valley, hired a geothermal contractor and they installed the loop field incorrectly. The entire loop field had to be replaced. The contractor refused to take ownership and the owner incurred the entire repair expense.

2

Dennis F., of Long Island, had a geothermal contractor improperly size three out of his six units, which meant the system could not cool the home adequately. Due to the equipment being oversized, the customer incurred \$100,000 in damaged woodwork to interior finishes that required replacement/reinstallation of the correct units. The customer retained an attorney to try to recoup his losses. The overall process took three years and ended up settling under the full damage amount.

3

Gil S., of Mahopac, had a geothermal contractor improperly size two of his geothermal units, which ended up having to be replaced. Again the contractor did not take responsibility and the homeowner incurred the full expense.

These three examples are just a few of many when people choose installers who do not have the experience, knowledge, or concern for the consumers best interests. Their only goal is to get as many geothermal systems installed as quickly as possible to capitalize on the trending market.

So, before you choose a bad dealer, make sure to ask them the questions that will filter out any inexperienced, dishonest, or lazy dealer.



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