



## CASE STUDY

# ENERGY STAR® HVAC Quality Installation

## Getting the Right Fit with Quality Installation

*Southampton, MA*

Ned and Nancy Polan contacted several contractors after deciding to install central air conditioning in their house. Wilson Services, based in Northampton, MA, set themselves apart by taking measurements of each room in the house and doing calculations to determine the appropriate equipment. The Polans received a range of equipment recommendations and price proposals, including one for significantly larger and more expensive air conditioning equipment, but they had more confidence in the system recommended by Wilson Services because of their thorough approach. "Of four contractors, only one did any kind of measurements," Ned said. Wilson Services explained that for optimal performance a system should be designed and sized properly for the home, and that bigger equipment is not always better.

The Polans wanted an efficient system, so they asked about ENERGY STAR equipment. Their contractor told them that in addition to selecting equipment with a high efficiency rating, he could ensure that the whole system would operate more efficiently by performing an ENERGY STAR Quality Installation. The ENERGY STAR Quality Installation program is offered by Western Massachusetts Electric Company through the COOL SMART program. Wilson Services is one of the contractors trained to offer this specialized service to provide maximum efficiency and comfort in heating, ventilation and air conditioning (HVAC) systems.

The measurements and sizing calculations performed by Wilson Services were the first steps for ENERGY STAR Quality Installation. Then during installation, the contractor sealed the ductwork to minimize leakage of cooled air and

tested to make sure that the new system had proper levels of air flow and refrigerant.

After the installation, COOL SMART staff conducted independent testing to verify that the system passed the ENERGY STAR Quality Installation requirements. The Polans valued the testing done by the COOL SMART technician. "He was super. It was great to have someone independent checking to make sure things were done right." Then Wilson Services submitted the installation file to COOL SMART and the Polans earned rebates toward the cost of their equipment and installation.

A year later, after a hot, humid summer, the Polans are very happy with their new air conditioning system. When asked if they would recommend the ENERGY STAR Quality Installation program and their contractor, Ned said "Absolutely, and I already have!"

The ENERGY STAR Quality Installation program is offered by EPA in partnership with utility companies in several states. Benefits of the program include:

- Up to 30% savings on heating and cooling costs
- Increased comfort throughout the home
- Improved system efficiency and air distribution

To find out more about HVAC Quality Installation, visit [www.energystar.gov/HVACQI](http://www.energystar.gov/HVACQI)