

August 7, 2019

Pat Beulke
Operation Manager
Bob's Heating & Air Conditioning
14148 NE 190th Street
Woodinville, WA 98072

Dear Mr. Beulke,

We are taking the time to write this letter, because prior to the install of our new furnace, air conditioner and duct work we could not have had a higher opinion of your company and still believe that Bob's is the type of company to take this information in the right way.

We had an aging furnace that was moved 23 years ago from the kitchen to the garage. This required jack-hammering the garage foundation to gain access to the crawl space and patching in ductwork from the new location to the old. This was not done very well and had a high static pressure. Michael created a duct map of our entire supply and return system (type of duct and sizing) to identify the various choke points of which there were several and to understand exactly what remediation was necessary for a well working system.

To complete the background picture, we are planning on a significant remodel of the kitchen/entrance way.

We only wanted AC if we could locate the unit on the far side of house and have a straight run from the garage across the crawl space to the side of the house. We wanted the condensate/refrigerant lines to run along the side of the garage wall and through the jack-hammered aperture for the rigid 90° that connected all of the crawl space ductwork. We had to use the other side of this aperture for electrical cables and low voltage wiring. This would provide a straight run with the AC lines just above the main supply trunk line and out of the way of any crawl space work.

When Randy Sandoval came out on the first call, he saw absolutely no problems running the lines along this wall and through this hole. He was completely confident. We want to say that Randy was superb. He was head and shoulders better than the reps from the other HVAC companies that we spoke with. He understood the ductwork issues, examined the chase and thought we could easily fix the ductwork to get to a .5 TESP and could accommodate everything with what we wanted with the AC. He mentioned that we would know pretty much for sure on the pre-inspection day what work would be done and how.

Both Wade Craig and Randy came out for the pre-install meeting. They spent a lot of time going over everything that was required for the install, looking at the site, deciding what type/size of ductwork was going to be run where, the location of the condenser unit and confirming that the condensate/refrigerant lines would be run along the garage through the jack-hammered hole. Their breadth of knowledge and ability to know what should be done and how was truly impressive. We could not have been more confident and happy about our choice to use Bob's. They both saw absolutely no issues running the AC lines where we wanted them.

Randy thought it might be a two day job but was going to schedule 3 days just in case. We had a number of questions leading up to the install and Randy and Wade answered them.

Collin and Leaf showed up on the first day. Michael went over everything with them from the location of the AC lines, to the access we needed for the electrical chase next to the supply air rect-duct for the second floor. They were two of the nicest, congenial guys we have met and pretty much what we had come to expect from Bob's. Although we were both a little concerned about Leaf's inability to crawl through the chase and attics - he seemed confident about it. It was easy to see Collin knew his trade and had done this work many times. After our conversation everything seemed on track and there were no issues.

The first day consisted of ripping out most of the duct work in the chase to the second floor attic, the old furnace, the garage attic ductwork and getting the supply rect-duct through the garage ceiling. There were numerous obstacles (gas pipes, trusses, etc) and whomever did the design and fabrication of those parts did an outstanding job.

The second day is when things started going wrong. At one point we heard that someone forgot to put 12" round ductwork on the truck for that day. We've done enough work on the house to understand that these things happen and that there is usually other work to do. Collin started working on placing the new furnace while Leaf worked on the ductwork. Wade Craig came out to check on the progress and all looked well. He even asked Collin if the AC lines were going to be run along the garage wall where the customer wanted them. The answer was "Yes".

Michael decided that he would go into the crawl space with Leaf to make sure the AC lines were routed through many low-voltage wires and was a little concerned how he would be able to get around the plumbing, wiring and supply ducts. We finally got the AC lines over to the hole to the garage and we're now told that they **cannot** be run through this hole. That there is no way to reach the copper line to keep it from bending. Then two more guys show up pushing to route it underneath the kitchen. We are now being told that there is absolutely no way to route this line where Randy twice and Wade once told us it could be run without issues.

Either it gets run where the electrical wires are, limiting our future freedom there or it needs to snake underneath the kitchen and pass through the rim joist. We asked Collin why both Randy and Wade thought it would be no problem and now it was impossible. He guessed that they miscalculated the size of the base can. We wonder if that missing 12" duct changed the order of work and led to an oversight of running the AC lines in the right order.

We wish we would have just told everyone to stop and that point (Cuba and Sergie were there by now and they were pushing to route it through the rim joist - they probably had no knowledge of all the previous discussions about the location of these lines). Unfortunately we felt pressure to move forward and relented and chose the lesser of two evils. We can't believe we made such a huge error! We should have insisted that they call Wade, since he had just asked about the line being run where we wanted it.

On the third day it was clear there was a lot of work still to be done, the majority though was ductwork. We think through a series of mistakes and miscalculations, Leaf misjudged the amount of work remaining as well as amount of time remaining. At one point he had thought that the second floor attic return ducting originally was 14". It was 12" (our diagrams showed this, Randy, Wade and Collin knew it). Now there was more work to be done because the 12" line had to be crushed/removed and replaced with 14" flex. Collin finished his furnace and AC work and began helping Leaf with the ductwork in the afternoon.

About 4pm Liz noticed several holes in the drywall on the first floor: many nail pops and several nails that broke through the drywall. Then we noticed the same thing on the second floor, compounded by cracked drywall in the two bedrooms that flank the HVAC chase. Finally the old drywall hatch in the garage (24"x24") was stepped through, breaking and spilling insulating into the garage.

We're not happy about this, but know that things do happen, and your drywall company called the next business day to schedule the work.

We suspect this happened because Leaf fell so far behind he became fatigued, and lost the dexterity he has. However, as a result of the time pressures it appears that corners were cut in order to finish at a somewhat reasonable time (9:30 or 10 PM). Inspecting the job the next day we found several items that make us question exactly how much of the job was compromised by rushing.

Specifically, we saw the following since it either wasn't taped properly or was missing insulation (or both):

- The supply in the second floor attic was partially dented removing the original return. Cold air is leaking out from this dented joint with insufficient mastic
- No mastic on the 45° from the return air grate in the 2nd floor attic.
- Missing mastic and insulation on the 90° return into the chase to the 1st floor
- Insulation not secured with enough tape and no mastic on rotating seams (1st floor attic)

Are the parts covered by insulation sealed properly? Or do they also show signs of rushing?

Was this due to Leaf's relative inexperience? Should Collin have exercised more oversight? Should management have sent more people? Or used better discretion on team constitution and scheduling? We don't know.

But now we have a refrigerant/condensate line running underneath an area that we want to remodel, holes in my drywall, and ductwork that we're unsure about how well it is sealed. There was also a lot of cutoff, sharp debris left in the attic. We're not even sure we got to a .5 TESP.

We want to say Leaf handled himself pretty well when talking with us and apologized for the drywall damage. He's a nice kid and we think he is earnest with respect to his work. His attitude was positive. We just have to wonder if this job was beyond him and if so, why was he chosen for this ductwork job?

We appreciated your company's quick response to the drywall damage in having a company contact us to set an appointment to repair the damage in our home. Due to their busy schedule, the drywall matter will be addressed at the end of this month.

However, there are a few matters we believe need to be resolved before this installation job is considered complete.

First, we ask that you send someone that has not been here, yet, to check on the duct work, insulation and mastic work that has been done, remove the insulation to check for leaks in other locations, repair or fix the leaks that exist and replace or add insulation where it is needed.

Next, this person would test to make sure our system is at .5 TESP.

And, finally, address the matter with the AC lines: assess and re-install the AC lines so that they run directly into the hole as was agreed to in the sales call, pre-inspect meeting and Wade's visit during the installation.

As we stated earlier, we consider Bob's Heating & AC a top company in the HVAC business. These issues do arise on any job site and, in our experience, the better companies address these types of matters head on.

We look forward to hearing from you,

Michael and Elizabeth Martz

cc:
Randy Sandoval
Wade Craig