



## I am an American Standard Customer Care™ Dealer.

I could have chosen any brand to sell, but I went with the best. Because American Standard believes in quality and customer satisfaction as much as I do. They also believe in highly trained and educated dealers, which means I'm well qualified to help you find the most effective, most efficient system to keep the air in your home clean and comfortable all year long.

But I'm not just an American Standard dealer. I'm an independent American Standard Customer Care™ Dealer. That means I'm part of an ongoing process designed to give our customers the best possible experience every step of the way. As part of this process, you'll be asked to fill out a survey based on your experience with me.

I take this extra step because I care. And feedback from customers like you helps me to do my job better.



Reliable

Honest

Reputable

Satisfaction

Expert

*American Standard*<sup>®</sup>  
HEATING & AIR CONDITIONING

# The right dealer can make you even more comfortable.

Here's what our current Customers have to say about us....

"A&B Heating provided us with an outstanding experience from beginning to end. They were thorough in their work, conscientious in their service, and the most neat and clean work crew we've ever had in our home. We have already recommended them to others considering changes to their HVAC systems. Excellent!" - Richard & Michelle Martin, Cold Springs KY

"I wanted to express my thanks to you and your staff for a job well done. You saved us from one of the coldest nights by squeezing our furnace repair in on a very busy day! The serviceman was very professional and friendly and we very much appreciate his help. Thank you for a wonderful experience!" - Ray & Karina Horton, Covington KY



License Number: KY M01029 OH 22563

## You're welcome to check our credentials.

We urge you to ask your friends and neighbors about us. Call the Better Business Bureau. We can also provide a list of references. Our work speaks for itself, and we're proud of it.

# 100% Customer Satisfaction

Customer satisfaction is the difference. Our customers rated us on how prompt, courteous, knowledgeable, tidy, and helpful we are, as well as their overall satisfaction with our performance.

# Customer Referral Rate 100%

Of the customers that responded to our satisfaction survey, nearly all said they would recommend us to their family and friends.



859-525-0100

[www.abhvac.com](http://www.abhvac.com)

Serving the Tri-State area since 1966

- NATE Certified
- 24-Hour Emergency Service
- All Makes & Models, Service & Installation
- Maintenance Plus Plans Customized to your Home or Business
  - Financing Options Available
- Service Excellence Through Education and Dedication
  - 100% Peace of Mind Guaranteed!
- Our crews will minimize any interruptions to your home or business

Member of: ACCA, BBB, NCI, Chamber of Commerce, HBA, ASHRAE, NATE