



Ken Field

Owner of Slate Belt Energy Services

Exclusively in the Blue Valley Times

It's Up To You

As the homeowner it is your responsibility to choose competent people to install and maintain the systems in your home. From plumbing to appliances to HVAC they all can be blessings or curses. I saw a home this week that had the best oil system money can buy and the customer hated it. It had been installed 18 years ago and he called me because he wanted it replaced. When I looked at it there were a handful of things that were done wrong from the day it was installed and it was obvious that whoever did try to repair it only made things worse. He was so frustrated that he even made some changes himself. It wasn't pretty. I knew though, that what he hated was a system that would not work like it was designed, not just this brand or not just any oil system. Since I have installed a couple hundred of these systems in the last 30 years, I convinced him that repairing would be much more cost effective than replacing. Value is the key in any job. Making every dollar count and keeping comfort at the top of the list of priorities. I spent a day there making those changes and if he isn't happy after running it for a month I told him he doesn't owe me a penny. That may be a bold statement but on top of getting paid, I will ask him for a google review and I'll probably get even more work from that.

I went home tired and very dirty that day but I was satisfied that I had saved someone thousands of dollars and made their life less frustrating. I just feel bad that for the last 18 years they have not been able to achieve this. It would be much better if an installer does not know how to follow instructions that they only work on their own home. Then they can pay the price for ignoring good practices and not some poor homeowner who has to deal with soot and noise and constant breakdowns.

To say he was skeptical when I made my assessment and suggestions is an understatement but the no-pay guarantee did the trick. I now have a new loyal customer for life and someone who will recommend me to everyone he knows.

Never feel uncomfortable asking a contractor or serviceperson about their experience and their knowledge before allowing them to work on your home. Ask for the no-pay guarantee and see how that goes. You call the shots in your home.

Ken Field is the owner of Slate Belt Energy and Field's Service, Inc. As a certified energy rater and contractor, he is qualified to assess every aspect of energy usage and prescribe solutions to save energy. He can be reached at 610-759-6306 or email Ken@FieldsService.com



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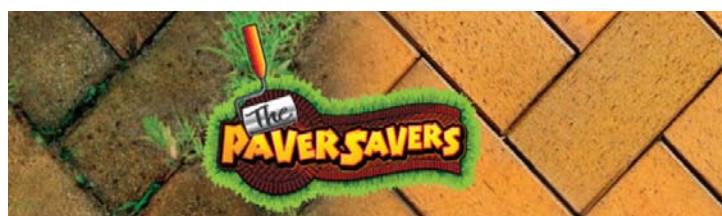
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