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For Consumers

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BBB Reliability Report for Mechanic's Heating & Air Conditioning, LLC

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BBB Rating D-

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What is a BBB Accredited Business?
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- Select Language

BBB issues Reliability Reports on all businesses, whether or not they are BBB accredited. If a business is a BBB Accredited Business, it is stated in this report.

Find out more about this business:

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BBB Accreditation

This business is [not a BBB Accredited Business](#).

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BBB Rating

Based on BBB files, this business has a BBB Rating of **D-** on a scale from A+ to F.

Reasons for this rating include:

- 56 complaints filed against business
- Advertising issue(s) found by BBB.

[Click here for an explanation of BBB Ratings](#)

In complaints reported to the BBB, consumers allege: poor customer service; misleading sales practices; being charged for services not provided; that the company misdiagnosed the repair needed; and

threats of liens, collection or arrest if the consumer stopped payment on a check when the consumer thought the company had made an improper diagnosis. Some consumers stated that the company would only accept cash payments.

The company has responded to all complaints presented by the BBB. The company's responses to complaints often requests consumers to complete a detailed series of questions. Additionally, the company's responses often provide signed affidavits from their employees, suggesting that the consumers are not factual in their accounting of the situations.

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Business Contact and Profile

Name: Mechanic's Heating & Air Conditioning, LLC

Phone: (770) 425-0000

Address: 4757 Canton Rd Ste 213
Marietta, GA 30066-3236

Website: www.mechanicsair.com
www.airconditioningatlanta.com
www.mariettaairconditioning.com
www.atlantaairconditioningheating.com
www.roswellairconditioning.com

Original Business Start Date: January 1996

Principal: Mr. Terry Adams, Owner

Customer Contact: Mr. Terry Adams, Owner

Email Address: BBBHotline@Mechanicsair.com

Employees: 15

Type of Business: Heating & Air Conditioning

BBB Accreditation: This company is not a BBB Accredited business.

Based on inquiries and complaints brought to the attention of the BBB, consumers should be aware that this firm's \$29.95 "Service Call's Fee" does not include disassembling of a heating or air conditioning unit to determine the exact cause of the unit's problem. Further investigation to determine the necessary repairs needed (Mechanics Heating & Air's "Troubleshooting" Service), may result in additional charges starting at \$85 per every half hour. Consumers should have a clear understanding of this firm's Service Call Agreement's cost and what it entails. A copy of the Service Call Agreement can be found on the firm's website.

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Products and Services

HVAC repair and installations services

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Licensing

This company is in an industry that may require licensing, bonding or registration in order to lawfully do business. BBB encourages you to check with the appropriate agency to be certain any requirements are currently being met.

These agencies may include:

Secretary of State- Professional Licensing Boards
237 Coliseum Dr
Macon, GA 31217-3805
(478) 207-2440
<http://www.sos.ga.gov/plb/>

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Customer Complaint History

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

BBB processed a total of 55 complaints about this company in the last 36 months, our standard reporting period. Of the total of 55 complaints closed in 36 months, 11 were closed in the last year.

Sales Practice Issues

Resolved

- 2 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to BBB.

Repair Issues

Resolved

- 9 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to BBB.

Administratively Closed

- 2 - BBB determined that despite the company's reasonable effort to address complaint issues, the consumer remained dissatisfied.
- 3 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.

Service Issues

Resolved

- 1 - Company resolved the complaint issues. The consumer acknowledged acceptance to BBB.
- 17 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to BBB.
- 1 - Company resolved the complaint issues, but not within BBB's timeframe.

Administratively Closed

- 3 - BBB determined that while the company addressed the complaint issues, the complainant was dissatisfied and the matter was outside BBB Rules of Arbitration.

BBB Review of Mechanic's Heating and ...

- 4 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.
- 4 - BBB determined that despite the company's reasonable effort to address complaint issues, the consumer remained dissatisfied.

Customer Service Issues

Resolved

- 1 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to BBB.

Administratively Closed

- 1 - BBB determined that despite the company's reasonable effort to address complaint issues, the consumer remained dissatisfied.

Refund or Exchange Issues

Resolved

- 1 - Company resolved the complaint issues. The consumer acknowledged acceptance to BBB.
- 5 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to BBB.

Issue Not Defined

Resolved

- 1 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to BBB.

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Government Actions

BBB has no information regarding government actions at this time.

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Advertising Review

The BBB questioned this firm's advertised claims of "Mechanic's has become the most trusted name in Air Conditioning, Heating, and Home Comfort" and "Superior quality and service has fueled constant growth, making Mechanic's one of the largest heating, air conditioning, and Home Comfort contractors in the Atlanta Metropolitan Area." The BBB specifically asked for written documentation to support these advertised claims. Also on this firm's web site it states "Our technicians stay up to date by completing hours of Mechanic's training annually." The BBB asked for information regarding what type of training is given and would this training be deemed accredited. Although the company did respond to our correspondence, they did not address any issue dealing with their advertising.

Additional Information

BBB records shows Terry Adams & Lori Leavenworth associated with this company. BBB records also show Terry Adams & Lori Leavenworth as being previously associated with Picket Home Services, LLC. The BBB maintains a separate report for Picket Home Services, LLC.

Lori Leavenworth was also associated with a company by the name Low Cost Heating & Air Conditioning. The BBB also maintains a separate report for Low Cost Heating & Air Conditioning.

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Industry Tips

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[Dont Get Burned by Furnace Fraud](#)

[Heating Your Home](#)

[Safety Considerations When Using Kerosene Heaters](#)

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BBB Copyright and Reporting Policy

As a matter of policy, BBB does not endorse any product, service or business.

BBB Reliability Reports are provided solely to assist you in exercising your own best judgment. Information in this BBB Reliability Report is believed reliable, but not guaranteed as to accuracy.

BBB Reliability Reports generally cover a three-year reporting period. BBB Reliability Reports are subject to change at any time.

If you choose to do business with this business, please let the business know that you contacted BBB for a BBB Reliability Report.

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Report as of March 26, 2010 10:04

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