

I had a great experience with Knight Air Conditioning and wanted your listeners and readers to know about it.

After finding Knight Air Conditioning on your recommended contractor list, I called for a quote to replace the two air conditioning systems at my house. Chuck Knight came to my house within 2 days to gather the information he needed. He asked us how we use the house (e.g., how much we entertain much, when are people home during the day, etc.), how we operate the air conditioning (desired temperatures, times of day), what we were trying to accomplish with replacement units and what we wanted to spend. We felt he really listened to our needs.

Because of our use patterns, I wanted to replace the systems with what was originally installed in the home - regular air conditioners with electric heat strips. Chuck discussed with us the advantages and disadvantages of this system compared to a more standard heat pump system. After our discussion, I decided that we still wanted the air conditioner with electric strip heat. Chuck then configured two 16-SEER systems for us – a full point higher than the 15-SEER heat pump systems that would have been the normal replacement systems. This additional efficiency will make up for the higher heating cost of electric strip heating, since we hardly use the heat at all.

His price was very competitive – he was the low bidder and still gave us exactly what we wanted.

The installation went exactly as he described. His crew showed up on time and was knowledgeable, professional, courteous and careful not to mess up the house too much. To install the two large units, they had to stay late for 2 nights to complete the work. Their dedication impressed both me and my wife. Chuck was there for much of the time, doing quality checks and some of the work.

The work required was more than had been anticipated. Both air handler areas had to be reworked, since the original units had not been installed properly. In addition, the coolant pipe going from the inside air handler to the outside compressor on one of my units had a small leak and Chuck fixed that with an additive to the line. Since this line was under my slab, any other fix would have been expensive. Chuck only charged me for the additive in the line – no extra labor or other materials.

During the course of the work, I discovered that Chuck is truly a student of air conditioning. He knows the machinery thoroughly and understands the thermodynamics of air conditioning. I am confident that he could diagnose any problem I could ever have with my systems.

Chuck is honest, cares about his customers and is a lot of fun. He says he wants me to be his customer for life – and he has earned that with this job.

We are very happy with our new systems and enjoyed the entire experience. I have found my air conditioning contractor!!

Craig