

January 28, 2015

When my wife and I arrived home from work, we noticed that the temperature inside the house felt cooler than normal. She immediately checked the thermostat and found that the temperature was much lower than it was supposed to be. We tried for some time to get the heat to kick on but couldn't.

As it was getting late and the temperature was dropping, we made the decision to contact someone. After looking in the Yellow Pages, we decided to call Whitehead-Hancock. We hadn't done business with Whitehead-Hancock previously but we had seen one of their vehicles at our neighbor's house the previous summer.

When the Whitehead-Hancock agent arrived, he introduced himself as Mark McKaeg and then he quickly went to work. Taking note of what I had told him about our problem, he checked our thermostat. Based thereon, he felt he had a good idea of what the issue might be. He then checked the interior unit and quickly confirmed that a fuse was blown but he didn't stop there. He wanted to make sure that he first determined what caused the fuse to blow rather than merely inserting a new fuse. Again he felt he had a pretty good idea what might have caused the fuse to blow and he quickly confirmed his suspicions by inspecting the outdoor unit. Mark found that the insulation on two wires that were two closely situated to a copper line had been abraded to the point of revealing the bare wires themselves. Mark explained that this was caused by the vibration of the unit over several years. Mark resituated the copper line, installed a new fuse and immediately our heat pump kicked on.

Mark was professional but very friendly as well. He exhibited an intense understanding of HVAC related issues. He was quick to answer all of my questions, some of which were not even related to my heat pump problem but he was able to answer nonetheless and some of which I'm sure were just stupid questions yet he still answered them. Mark didn't make any type of mess and was able to get us back up and running in less than an hour on a cold January night. Mark takes a great deal of pride and enjoyment in his work and is an excellent representative for Whitehead-Hancock for the owners of which he voiced both his respect and enjoyment in working for.

Hopefully I won't need to contact anyone for HVAC/plumbing problems any time soon but if and when I do, I will definitely consider Whitehead-Hancock and hopefully Mark will be available.

Thank you,

Brian McFarland