



**WHAT TO ASK**

**BEFORE SELECTING A**

**COMMERCIAL HVAC &**

**DUCTWORK CLEANING**

**SPECIALIST**

**ENVIRO-AIR**  
CLEANING SPECIALISTS

## Author: Cory Johnson

Maintaining a commercial HVAC and ductwork system can be a major undertaking for facilities managers. Before you select a company to conduct the cleaning work, there are a number of questions to ask a potential vendor. Their procedures, costs, and commitment to customer satisfaction can affect employee health, environmental efficiency, and budgets for your commercial facility. We've created a list of questions to ask air duct and air quality cleaning vendors so you can get your HVAC system cleaned efficiently, on time, and on budget.



# Quality of Work Questions

When it comes to quality, specific processes, extra steps and exacting documentation, all count when making a decision about HVAC cleaning. These questions and answers will help you prepare for a professional air cleaning experience.



## Do you document before and after the service?

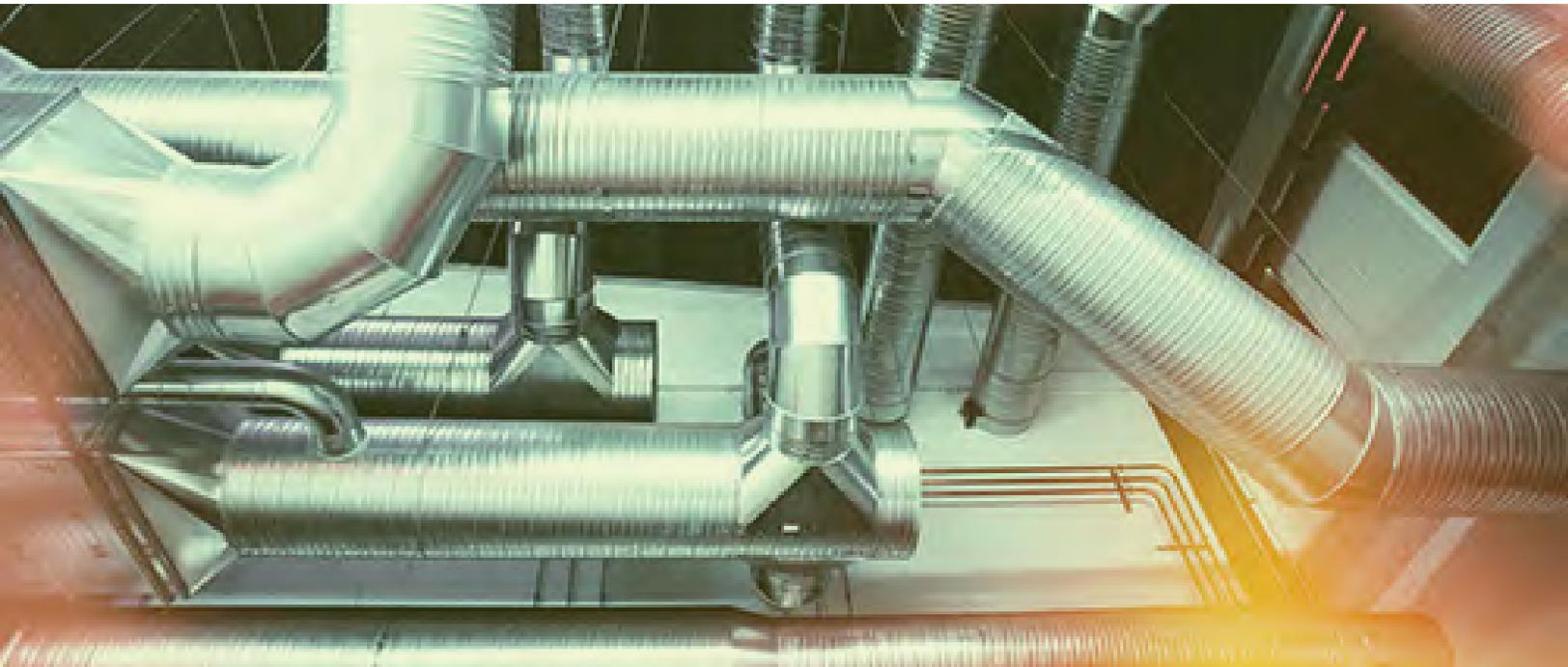
An HVAC system should be cleaned whenever conditions suggest that debris, toxins and contaminants have built up and are impacting air quality and system efficiency. A reputable air cleaning company will conduct a thorough inspection of your system and duct network to verify the need for cleaning. They will also provide detailed documentation, including photos, so that you can understand the scope of the situation before the cleaning and how the system has improved after the cleaning has been completed.



## What is the process you follow while servicing our air handling unit and ductwork?

Prior to beginning work on your HVAC system, an air duct cleaning service will carefully study the blueprints of your building's air and duct network. They will then need to pop off some ceiling tiles to do a visual inspection of your ductwork before work begins.

Keeping the immediate work area protected from dirt and debris should be important to the air pros who will spread plastic sheeting over all equipment, desks, floors, etc. in the work area. At that point the air duct cleaning team will assess the best location to hook up the HEPA-filtered vacuum cleaner. This is followed by breaking down the area to ensure sufficient air flow and sealing vents not being cleaned. Access holes are then cut into the ductwork to accommodate the cleaning equipment in the localized system being cleaned. Cleaning begins after the specialists remove panels and filters of the AHU (air handling unit). The inside of the unit is then cleaned with a HEPA vacuum, the coils are washed and degreased, and a disinfectant is applied. Return and supply fans are also degreased at this time. Any internal insulation will be inspected and either replaced with a closed cell foam (such as IMCOA) or encapsulated (similar to a IAQ 8000 Fiber Lock) if there are signs of breakdown or damage.





## Do you disinfect the ductwork after removing debris and contaminants?

Once the ductwork has been cleaned, the ductwork should be decontaminated with a disinfectant that will be applied via fogging to help prevent mold growth and kill any bacteria, viruses, or germs that may be in your system. At this point, all access holes used during the cleaning process will be sealed and the HVAC unit and ductwork cleaning is complete.

Once the ductwork has been cleaned, the ductwork should be decontaminated with a disinfectant that will be applied via fogging to help prevent mold growth and kill any bacteria, viruses, or germs that may be in your system.



## Do you clean up the area once you've completed service?

Any air duct cleaning job should not be considered complete until ceiling tiles, ductwork and panels are replaced or repaired; floors are swept and vacuumed of all debris; and plastic sheeting is removed from the items covered during the clean-up. Professional specialists will want to leave the area in a better condition than when they came in so expect a thorough cleaning job of the work space as well as the surrounding areas.





# Tools and Equipment Questions

When you hire a company to take on a huge job like cleaning your HVAC system and ductwork, you should expect that they will be using the most current tools and equipment available and that they're qualified to use them. These questions will help you determine if an air duct cleaning specialist is working with industry standard tools and has been properly trained.



## What training do you and your team have to utilize the equipment?

The National Air Duct Cleaners Association (NADCA) is the industry leader in training for specialists who work in HVAC cleaning and restoration. When considering hiring pros to complete your HVAC and ductwork cleaning, be sure to ask if they have NADCA certifications. The level of professionalism and expertise of specially trained experts will ensure a quality job from start to finish.



## What equipment do you use to clean commercial ductwork?

The air duct cleaning industry sets quality standards for the optimum cleaning experiences as well as the equipment that should be used. The following equipment is considered to be the best for commercial facility cleaning and you should ask your specialist if they utilize these tools.

### A powerful HEPA air filter vacuum

Our specialists use a 4000 CFM HEPA-filter vacuum. This means that debris and contaminants are removed at 4000 cubic feet per minute. Combine that power with a HEPA (high-efficiency particulate air) filter which traps smoke, allergens, pollen, etc. and it's easy to see why this is a critical component of ductwork cleaning.

### A duct cleaning system with high pressure air to loosen dirt and debris to be removed via a vacuum

Our specialists use a Viper duct cleaning system with 200 PSI (pounds per square inch) to dislodge debris and dirt inside the ductwork.

### Air compressor built for duct cleaning, preferably one that's transportable enough to be used inside the building and closer to the site of the work being completed

Our specialists use a Fireball brand double-motor electric air compressor to provide the compressed air power necessary to power our air pressure system. This electric model can be used in the building as opposed to older compressors which ran on gas and had to be left outside a building.

### Disinfectants, essential to clean ductwork to protect it from germs and bacteria reoccurring at a rapid rate

Our specialists use Benefect brand because it's a 100% all-natural disinfectant with no poisons or chemicals which can have negative impact on a building's inhabitants.



### Coating to protect ductwork with internal insulation to prevent any further breakdown

Our specialists use Fiberlock brand which inhibits growth of mold, germs and bacteria.

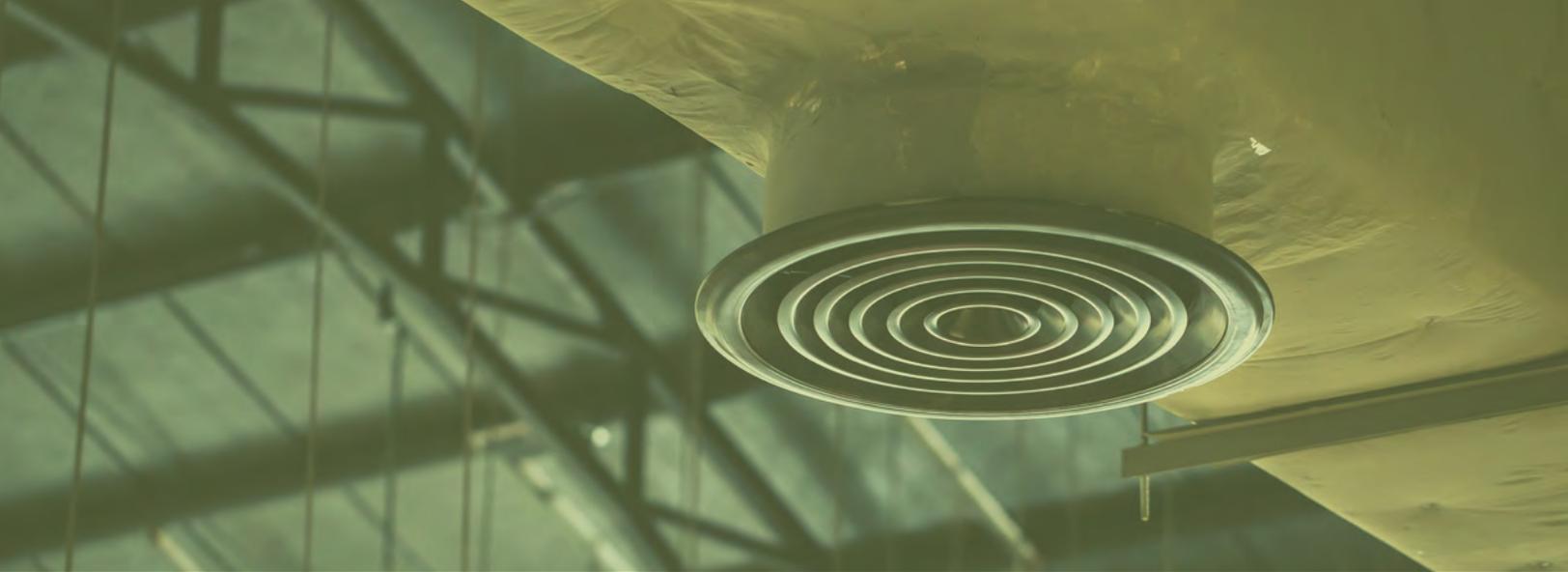


## How new / updated and efficient is your equipment?

Any air duct cleaning company you hire should use state-of-the-art equipment. If equipment is not working to its full capacity, your HVAC system won't be cleaned as thoroughly as it should be. Obviously, some elements of the cleaning process such as filters and insulation must be new for your job while major equipment doesn't have to be new to work properly. Ask your pros about the state of their equipment, if it's been upgraded and how often it's maintained. You want to be sure that you're getting the most experienced specialists using equipment that's in great working condition.

**Any air duct cleaning company you hire should use state-of-the-art equipment.**





# Free Estimate / Evaluation Questions



## What's the price for an initial evaluation and getting a quote for the job?

Professional air duct cleaning companies should provide an initial evaluation and job quote at no cost to you. Be sure to verify a company's estimate policy before engaging them.



## What does that evaluation contain?

A complete evaluation should include the reading of facilities blueprints, calculation of linear feet of ductwork, job-associated costs and the estimated time to complete the job. If a company can't provide this information, you should consider other vendor options.

# Scheduling Questions



## How do you ensure minimal disruption to our work day?

It should be the goal of any professional air duct cleaning company to minimize the disruption to work in any facility they're working in. Every situation is different but a reputable company should be willing to work with you, even working overnight, weekends and evenings to finish the HVAC cleaning job with minimal disruption to your business.

It should be the goal of any professional air cleaning company to minimize the disruption to work in any facility they're working in.



## How long does service take for a building of our size?

Air duct cleaning specialists will need to complete a visual inspection of your facility as well as discuss the state of your environment before being able to provide a realistic time estimate. Any company that promises a completion time without seeing your building and talking about your challenges will not be in a position to give you an appropriate and accurate answer.





# Customer Service Questions



## What is your service or satisfaction guarantee?

Before you hire an air duct cleaning company to service your HVAC and ductwork system, be sure to understand their level of customer satisfaction. A reputable company will guarantee their work to your 100% satisfaction and not add on hidden costs. If unforeseen issues arrive during the progress of the job, a company should bring it to your attention immediately so that any increase in cost can be verified by both parties. If you need a company to come back to fix anything that doesn't meet your specifications, a professional business will return and address the issue at no cost to you.

**A reputable company will guarantee their work to your 100% satisfaction and not add on hidden costs.**



## What do other jobs say about your team's service level and communication?

Cleaning a company's HVAC and ductwork system is a big responsibility and a significant project for a facilities manager so it is incumbent on an air cleaning company to do its best on every project. They know that their business reputation is at stake with every job and will work to their highest level at all times.

# Experience Questions



## How many years of experience does your team have?

As you might expect, the more years of experience that an air duct cleaning company has, the better their ability will be to address issues at your facility. A company with at least ten years of experience would be a good baseline, however, you may want to consider a new company if its leaders and employees have extensive experience with other air duct cleaning companies.

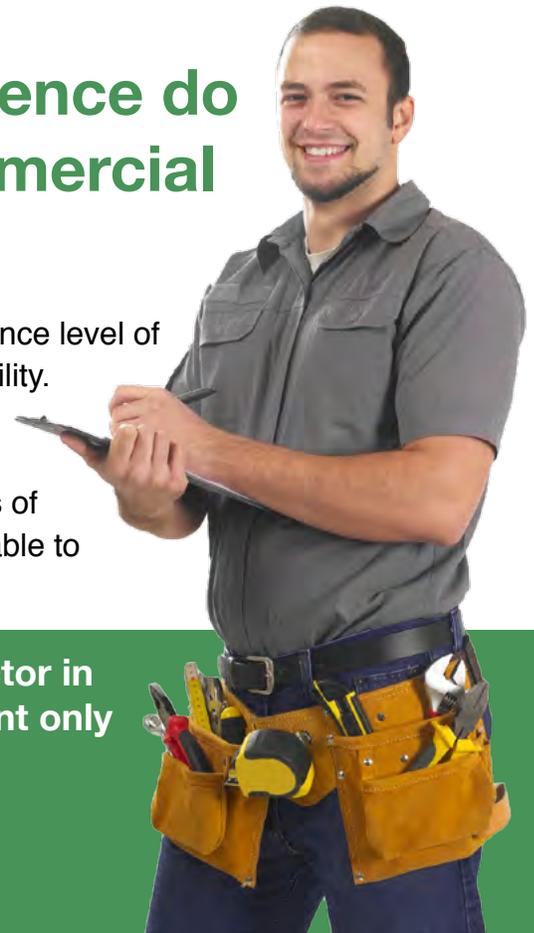
The more years of experience that an air duct cleaning company has, the better their ability will be to address issues at your facility.



## What level of experience do you have with commercial duct cleaning?

Don't be shy about asking about the experience level of the specialists who will be working on your facility. Your HVAC and ductwork system is a critical factor in the smooth running of your building and you want only the most qualified pros working on it. Be sure to ask about other types of projects the pros have completed in other companies to be able to gauge how they might approach and complete your work.

Your HVAC and ductwork system is a critical factor in the smooth running of your building and you want only the most qualified pros working on it.



# Conclusion

When it comes to big decisions such as selecting an air duct cleaning specialist, it's always better to be well informed. Don't hesitate to ask questions about the process, costs, timing and end results. Any professional company will welcome your questions. Think of it as a partnership in which you both work together for optimum results for your facility's air quality. Employee health, company budgets and safety are all on the line so hire a company that supports your air quality goals for big cleaning jobs as well as maintenance support.





## About ENVIRO-Air

Located in Hastings, Minnesota, [ENVIRO-Air Cleaning Specialists](#) provides specialty cleaning services to residential and commercial clients in the Minneapolis/St. Paul metro and western Wisconsin. We have a dedicated team of employees from our technicians to our management team. Our number one goal is to exceed the expectations of our clients.

No service is too big or too small. ENVIRO-Air Cleaning Specialists is dedicated to treating all of our clients with the same level of professionalism regardless of the size of the project. We promise to deliver not only superior service but to stand by our core values.

**Professionalism** – Initial contact through project completion, all clients can expect to be treated with respect. Our technicians will explain any terminology you're not familiar with when creating solutions for your needs.

**Integrity** – We will only recommend and provide necessary services and maintain direct communication throughout the process.

**Service** – Our goal is to exceed your expectations, which we will do every time with our highly trained technicians. Each job is completed to the highest of standards and attention to detail.

**Innovation** – We stay up to date on all the latest certifications, use state-of-the-art technology and provide continual training for our technicians so you're always getting the best service in the industry.

**Quality** – We provide efficient and cost-effective services to get the job done correctly and in a timely matter.

Contact [ENVIRO-Air Cleaning Specialists, Inc.](#) today for personalized, high-quality and cost-effective services that will exceed your expectations.



**Commercial HVAC and Ductwork Cleaning Specialist Name:**

QUESTIONS	NOTES	RATING				
<b>Quality of Work</b>						
1. Do you document before and after the service?		1	2	3	4	5
2. What is the process you follow while servicing our air handling unit and ductwork?		1	2	3	4	5
3. Do you disinfect the ductwork after removing debris and contaminants?		1	2	3	4	5
4. Do you clean up the area once you've completed service?		1	2	3	4	5
<b>Tools and Equipment</b>						
5. What equipment do you use to clean commercial ductwork?		1	2	3	4	5
6. What training do you and your team have to utilize the equipment?		1	2	3	4	5
7. How new / updated and efficient is your equipment?		1	2	3	4	5
<b>Free Estimate / Evaluation</b>						
8. What's the price for an initial evaluation and getting a quote for the job?		1	2	3	4	5
9. What does that evaluation contain?		1	2	3	4	5
<b>Scheduling</b>						
10. How do you ensure minimal disruption to our work day?		1	2	3	4	5
11. How long does service take for a building of our size?		1	2	3	4	5
<b>Customer Service</b>						
12. What is your service or satisfaction guarantee?		1	2	3	4	5
13. What do other jobs say about your team's service level and communication?		1	2	3	4	5
<b>Experience</b>						
14. How many years of experience does your team have?		1	2	3	4	5
15. What level of experience do you have with commercial duct cleaning?		1	2	3	4	5