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A Non-Profit Educational Organization serving the HVAC community since 1990

CODE OF ETHICS

All Eastern Heating & Cooling Council members must abide by the following Code of Ethics.

1. Hold an active license in good standing with the NJ Division of Consumer Affairs. If recent complaints have been registered, applicant **must** provide an explanation of the disposition of said complaint(s) in writing.
2. Hold licenses when and where required, as well as make application for all required installation permits and filings.
3. Provide the customer with a one (1) year minimum warranty on all workmanship and materials, [manufacturer's warranty will be expected in lieu of applicant's if in excess of one (1) year].
4. Must employ US Environmental Protection Agency ("EPA") Section 608 certified technicians.
5. Use products that meet United States Department of Energy ("USDOE") standards and follow USDOE installation procedures, ACCA Manual D and ACCA Manual J, and International Ground Source Heat Pump Association ("IGSHPA") standards.
6. Provide proof of liability insurance via certificate of insurance.
7. Have a minimum of two (2) years experience in installing qualifying ENERGY STAR[®] equipment, materials, and/or devices. Have been in business for a minimum of one (1) year. Associates installing such measures must provide training for personnel to install qualifying measures in complete compliance with the manufacturer's specifications.
8. Will have the integrity to say no to a job when it will do an injustice to the consumer, the professional, or the applicant.
9. Be committed to taking advantage of new service techniques and changes made available by manufacturers or by EHCC.
10. Prepare heat loss and heat gain calculations in accordance with accepted industry methods (ACCA Manual J requirements) and abide by applicable codes when installing a new or add-on system.

11. Will offer the consumer New Jersey Clean Energy Program and/or manufacturers' rebates when/if available. (EHCC is responsible for providing contractor with the most up-to-date rebate information).
12. Will ensure that the installed system airflow meets manufacturer and/or utility requirements in accordance with ACCA Manual D.
13. Will ensure that the installed system charging meets manufacturer and/or utility requirements.
14. Will install or modify all air distribution systems according to recommended industry standards (ACCA Manual D).
15. Will acquaint the customer with the system operation, owner maintenance procedures, and steps that should be taken before calling for service.
16. Will provide an inside temperature during winter months according to ACCA Manual J, Section 1.
17. Respond to consumer calls within twenty-four (24) hours (one business day), even if that means having to tell the customer that you are not presently available. Consumers that request estimates for electric heating and/or cooling equipment should be called within twenty-four (24) hours, with a follow-up site visit and estimate in the customer's possession within fourteen (14) business days.
18. Employ at least one (1) certified technician at all times. Certifications recognized for membership are as follows: NATE (North American Technician Excellence), BPI (Building Performance Institute), HVAC Excellence, IGSHPA (International Ground Source Heat Pump Association), and/or NORA (National OilHeat Research Alliance).
19. Will support the mission of the Eastern Heating and Cooling Council by attending at least one (1) or more technical training sessions available throughout the year.
20. The Eastern Heating & Cooling Council has the right to suspend or terminate any individual or company from Approved Contractor Membership status for a breach of the Council's Code of Ethics, or any portion of this document, unprofessional conduct, or misrepresentations. EHCC will provide notification of such in writing and will allow a thirty (30) day response period by the suspended or terminated member to be reviewed by EHCC. Also, please note that this review process will be started if a consumer sends a written complaint about the Contractor Member.
21. If contractor issues arise, as outlined in the Contractor Remediation Procedures [document dated October 10, 2010], resulting in suspension from the Home Performance with Energy Star program, EHCC will respectfully follow suit, suspending that member from EHCC membership for unprofessional conduct. EHCC will provide notification of such in writing and will allow a thirty (30) day response period by the suspended member to be reviewed by EHCC.