



Code of Professional Conduct

Members of the South Carolina Association of Heating and Air Conditioning Contractors agree to abide by and conform to the following code of professional conduct:

- Instill the highest respect for the heating, ventilating, air conditioning, and refrigeration (HVAC) contracting profession within their communities.
- Maintain strict compliance with all laws, regulations, and ordinances pertaining to the HVAC industry and business operations prescribed by federal, state, county, and municipal governments.
- Design, install, service, and repair heating, ventilation, air conditioning, and refrigeration systems in accordance with accepted industry standards.
- Develop and maintain an understanding of proper equipment selection to assure customers of safe, dependable, and comfortable performance.
- Ensure that quality, honesty, integrity, and good faith are hallmarks of contractors' business practices, including individual contractor sales, advertising, installations, and service of HVAC systems.
- Maintain a clean, safe, respectable, and well-identified place of business commensurate with the high standards of the profession.
- Increase the safety and efficiency of the HVAC contracting industry by participating in the SCAHACC education and training programs.
- Develop the highest quality standards of customer service and nurture long-term relationships with customers.
- Encourage and support business development in which skilled and professional HVAC contractors are empowered to provide high-level services to consumers and end-users.

**This code was adopted by the SCAHACC Board of Directors on November 16, 2007. This code is based on AACA's Professional Code of Conduct with its permission.*