

★★★★★ by Wayne Sobien on 2017-08-08

Second time we have used B&G. Both times they were fair, efficient, on-time, and most importantly, they knew what they were doing.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2017-07-21

After 17 years of having air conditioning issues (my house never seemed to cool properly), B & G Air Specialists were the first company to actually take a look at the entire system and how it was engineered. They found that I didn't have enough cold air returns, a couple of my air ducts were not completely open and my air conditioning unit was too small for the square footage of my house. They gave me several options to correct the issues. I always felt they had my best interest and budget in mind, they were never trying to make a buck at my expense. The crew was professional, they cleaned up each day before they left and always checked with me to make sure there was nothing else they could do for me. I would definitely recommend them to anyone! Thank you B & G for my cool house....FINALLY!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Pam White on 2017-07-20

The very BEST company. Same day response when my A/C started leaking! Thank you!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Carol Hamlin on 2017-07-07

I had a new AC installed about a month ago, the unit is running great. I am more than satisfied. I highly recommend this family owned business. They certainly wanted to appease me, they carefully explained everything and Becky helped tremendously with the paperwork for the rebate. I could not be more impressed with the service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by KATHY GIBSON on 2017-07-02

I have known Glenn for over 30 years. B & G has been with me through all of my air conditioning issues. They recently installed my new air conditioner. The last one they put in for me lasted 20 year and it was still working! I have nothing but the highest regard for this company. I trust them, which to me is the highest compliment I can give. Thank you B & G for being the amazing company you are!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Jim Matthews on 2017-06-30

The techs were very friendly, knowledgable, and professional.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2017-06-30

Quality of work, response times, and setting expectations are fantastic. I would use B&G again, and I would recommend to others.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Pam White on 2017-06-27

Excellent and quick service. Thank you!

NPS:

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★★★★★ by SAMUEL SOSA on 2017-06-24

B&G Have always done great services.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Pat Pardy on 2017-06-21

Very professional, fast installation. Excellent price for air conditioning unit. Referred to me by a friend. Honest and friendly company.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Shelly Oliver on 2017-06-20

Our air conditioning system is covered under the twice yearly inspection plan. Glenn and his son are great--always on time and very professional. Since we have had these 6 month inspections completed the last few years under the service plan, we have had no issues with our unit. Would highly recommend!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Danyang Chen on 2017-06-20

Very professional team, always on time and call ahead. I will definitely use their service and recommend to friends.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Jim Matthews on 2017-06-19

They are very knowledgeable and friendly. Any service and/or parts needed are explained so the non-professional can understand. They run their company on Christian values.

NPS:

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★★★★★ by Joann Dubus on 2017-06-19

B&G are the only ones who have serviced our units, there having been three over the years. Glenn installed the first one when our home was being constructed in 1987. We have always been 100% satisfied with them, personally, and their work is superb.

NPS:

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★★★★★ by Boris Humberg on 2017-06-19

Fast response. Good work.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Jim Radziskewski on 2017-06-18

Very highly recommended. Did a excellent job for a reasonable price.

NPS:

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★★★★★ by Lenny Layland on 2017-06-18

Very prompt and professional. Thanks again. L

NPS:

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★★★★★ by Russ Colvin on 2017-06-18

What we value most is the personal yet professional relationship that this family business builds with its clients. We feel we can contact these folks with any residential environmental question we have and get an honest response. Their ability to handle to technical end of the relationship is unquestioned. We're glad our friends referred them.

NPS:

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★★★★★ by Gus Nicholson on 2017-06-18

B&G Air are very professional and provide excellent service.

NPS:

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★★★★★ by Lee and Rita Stallings on 2017-06-18

Prompt service and reasonable prices.

NPS:

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★★★★★ by E.J. and Tiffany McManaway on 2017-06-18

Even in the pouring down rain they were awesome!

NPS:

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★★★★★ by Chris Reppert on 2017-06-18

Quick shipping great prices

NPS:

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★★★★★ by Cynthia Rogalski on 2017-06-18

Always professional and friendly. Glen goes above and beyond for his customers. I have many examples of the times Glen has helped us out, too many to list. Simply the best air conditioning company by far.

NPS:

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★★★★★ by George Monte on 2017-06-18

I've known Glenn a long time. I also have a rental and when service was needed for either residence, it was immediate.

NPS:

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★★★★★ by Craig Mazer on 2017-06-16

Terry was knowledgeable and helpful. He was honest and upfront and answered any questions I had.

NPS:

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★★★★★ by Tom and Theresa Peacock on 2017-06-15

B & G has provided our Heating and Air services, installation, and maintenance for the last 18 years and have always been professional, accommodating and treated our needs with a sense of urgency. We highly recommend B & G Air Specialists!

NPS:

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★★★★★ by Mike and Gina Brennan on 2017-06-09

We have used B and G to service our AC units in our previous house for years. I have always found their service to be better than other companies in the area. They are timely, professional, knowledgeable and trustworthy. Since moving to a different house, we had to replace an AC unit. Glenn, Terry and their team went over and above expectations with regard to every aspect of installation and repair. We highly recommend them!

NPS:

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★★★★★ by Thomas Joyce Jr on 2017-06-08

Great customer service and very efficient.

NPS:

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★★★★★ by Pam Bragg on 2017-05-31

I have used B&G Air for many years and am very pleased with the service. People you can trust can sometimes be hard to find, glad I found them.

NPS:

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★★★★★ by Joann Dubus on 2017-05-26

Terry serviced our unit, as usual. He did a superb job in a relatively short period of time, PLUS took the time to "visit" with me a bit. B&G installed our first unit when our home was built in 1987 and has been servicing, maintaining, replacing when needed, etc. We continue to be 100% satisfied customers.

NPS:

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★★★★★ by Bruce Morgan on 2017-05-24

Glenn, Becky and especially Terry our technician are the best. They are all so nice and courteous. You could not ask for a better A/C Company or better friends.

NPS:

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★★★★★ by James Myers on 2017-05-19

HAPPY

NPS:

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★★★★★ by Chris Metropulos on 2017-05-11

Honest and focused on quality! The entire B&G team were very professional. I would & will recommend them to anyone in need of great service.

NPS:

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★★★★★ by Jon Vaden on 2017-05-09

Very friendly and knowledgeable service. They came through quicker than any competitors when our air was out, and we're grateful they did!

NPS:

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★★★★★ by Janice Hamm on 2017-05-09

Terry was very knowledgeable on my two systems. He explained what I should expect in the future with both of them. I would recommend them to anyone. Thanks Terry!

NPS:

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★★★★★ by Stephine Lavedure on 2017-05-05

Excellent service, love that's its a family owned business. Only positive things to say :) One small, minor thing though.... .. Would recommend getting those plastic slip-on things for your shoes before you come in to someone's home. I know our pest control company does that. He puts them on at the door. Just a suggestion to make your service even better! Thank you!

NPS:

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★★★★★ by Richard Hughes on 2017-04-25

It's always a pleasure to deal with B&G. Everyone there is courteous, knowledgeable, and professional. I've been with them for more than 15 years and wouldn't want to do business with anyone else.

NPS:

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★★★★★ by Anon on 2017-04-23

from: Frank F. Glenn and his crew were excellent. Very professional and always on-time for planned work. The new furnace/ac install was of high quality, no slipshod shortcuts were taken and all was completed in one day. The old system haul-away and cleanup were excellent. As an added bonus, a call to B&G usually connects to a real person--often Glenn himself.

NPS:

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★★★★★ by Josy Diglio on 2017-04-19

Great service! Very responsible and knowledgeable!

NPS:

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★★★★★ by Anon on 2017-03-31

A lot of pride from the start to completion. Very intent to make the experience a positive experience for us, the customer. I don't see how we could be any more satisfied.

NPS:

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★★★★★ by Eugene Gray on 2017-03-20

WE AT LONGWOOD CITIZEN VOLUNTEERS WOULD LIKE TO THANK YOU FOR YOUR SERVICE. THE SERVICE WAS ON TIME AND A GREAT JOB.

NPS:

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★★★★★ by David Rudd on 2017-03-20

Reliable, responsive, honest, patient, and always the gentleman.

NPS:

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★★★★★ by James Lytle on 2017-03-09

Prompt, courteous and knowledgeable

NPS:

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★★★★★ by Anon on 2017-02-20

They were very attentive. They ensured that months later the equipment was still running and did a complete system clean. They replaced the filter and cleaned the outside unit.

NPS:

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★★★★★ by Pam White on 2017-01-25

Excellent fast service. Thank you.

NPS:

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★★★★★ by Brandon Ludwig on 2016-12-29

GREAT COMPANY AWESOME SERVICE

NPS:

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★★★★★ by Anon on 2016-12-20

Good dependable service....would recommend.

NPS:

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★★★★★ by E.J. and Tiffany McManaway on 2016-12-02

Fast and friendly.

NPS:

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★★★★★ by Patricia Dinino on 2016-11-30

///B&G (Glenn) is honest, johnny on the spot and fair priced. I always recommend him to others who need his services. Pat DiNino.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Patricia Dinino on 2016-11-18

good service in a timely manner'

NPS:

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★★★★★ by Patty Labrot on 2016-11-02

I have worked with B&G Air Specialists for nearly 20 years and have always been exceptionally pleased with their work, efficiency, promptness, and gracious interaction. I always recommend them to my friends and neighbors.

NPS:

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★★★★★ by Larry Chmura on 2016-10-28

Neat, professional installation. The contractor delivered what he promised. I would highly recommend B&G Air Specialists!

NPS:

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★★★★★ by Larry Chmura on 2016-10-21

We appreciate the Quick response to our issues!

NPS:

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★★★★★ by Anon on 2016-09-25

B&G (Glenn) provided 'The best' customer experience with us! Glenn & his staff really know their job & how best to provide the solution to our problem. To Start - Glenn answered our sales request call on Labor Day! The day most people were lounging. It was not a service call, but a call to provide a review & bid on a replacement AC-heat pump system. Our predicament - 2 of our AC units needed to be replaced. Glenn provided the guidance, solution to the problem by laying out the options. He responded in one day with proposal, price considerations and the support staff to kick off the job 2 days later. The installation team were considerate, polite, resourceful and patient given the 98 degree temps in the attic for the replacement work. The job was completed on time. We're 2 weeks post completion - very pleased with the results, comfortable, cool & pleasant in our home again. Thanks go directly to the attention to details of Glenn & all the team who worked long days and would definitely recommend.

NPS:

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★★★★★ by Keneipp, Dale on 2016-09-23

Glenn provided quick and excellent service .

NPS:

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★★★★★ by Marilyn Young on 2016-09-05

Your promptness on a holiday weekend was much appreciated. Could I also please have a receipt?????

NPS:

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★★★★★ by Gail Guillemette on 2016-08-30

Very knowledgeable and always courteous. I trust their judgement for whatever I need. Very reasonable rates. Responds quickly in an emergency. Thank you Glen and Terry.

NPS:

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★★★★★ by Dean Ciesla on 2016-08-28

Always going above and beyond!

NPS:

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★★★★★ by Anon on 2016-08-24

They arrived on time. Work was done quickly and they cleaned up all areas when finished.

NPS:

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★★★★★ by DANNY TILLOTSON on 2016-08-24

Glen is a most thoughtful and thorough contractor. That is on top of being one of the "good" guys. He won't let you spend your money foolishly and you get everything you pay for and more. We have used B&G for close to thirty years. We are moving out of state soon and are trying to figure out how to get them to move with us.

NPS:

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★★★★★ by Tim Gutierrez on 2016-08-24

Great service on both calls. Spent time to explain things.

NPS:

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★★★★★ by Anon on 2016-08-20

They are very professional. They explain everything, including any options regarding our air conditioning units. They are very neat. I highly recommend B&G.

NPS:

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★★★★★ by Pam White on 2016-08-19

Fast and efficient !

NPS:

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★★★★★ by Richard Best on 2016-08-10

Thank you so much for installing the three Nests. As always, you guys are simply the best.

NPS:

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★★★★★ by Anon on 2016-08-06

We always receive the best service from B & G Air Specialists. They are prompt, knowledgeable, and always get the job done.

NPS:

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★★★★★ by Jenny Absher on 2016-08-05

Found the issue right away after another company couldn't find it. Prompt service, came same day and fixed the problem. Would recommend to anyone.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2016-08-02

Glenn was quick to take my call. He and Terry arrived at the proper time, quickly diagnosed the problem and resolved it. I will use B&G again. R.W. Oviedo

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Russ Colvin on 2016-07-28

Great relationship; glad we have your service.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Anon on 2016-07-27

The tech was late but called in advance to let me know about the delay. When he arrived, he got right to work. He made sure everything was working as it should and took the time to explain what he was doing. I was impressed with the level of customer service I received. B&G is reliable, honest, and the price was very reasonable. I plan to stay with B&G.

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Shirley Blanton on 2016-07-23

We've known Glen for years and would not use any other company but B&G. Have recently met Terry, what a team! Profession, highly skilled and honest. Thank a million! Shirley and Sandy

NPS: 0 1 2 3 4 5 6 7 8 9 10

★★★★★ by Betsy Deboer on 2016-07-23

Our house was rapidly warming one evening. I called B&G at 8:45pm, expecting to leave a voicemail. Glen answered and promised to be out the next morning. He called me early, arrived early and quickly fixed my problem, all before 9am! He was super pleasant and extremely knowledgeable. I will only call B&G for all my A/C needs from now on!

NPS:

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★★★★★ by Al and Kathy Trimble on 2016-07-21

Excellent customer service.

NPS:

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★★★★★ by Jorge Mikan on 2016-07-20

B&G has sold, installed and maintained the A/C units I've had in different places for around the past 15 years and, in all aspects, they have always been honest, professional, responsible and reliable.

NPS:

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★★★★★ by Shelly Ankerholz on 2016-07-13

Came within hour of late day call. Had fix completed quickly and AC back up and running. All with a friendly face, great customer service and a reasonable price.

NPS:

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★★★★★ by ANTONIO CUSTODIO on 2016-07-12

We thank you for always keeping us cool! You are caring, reliable and trustworthy. We appreciate you and your service. The Custodio Family!

NPS:

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★★★★★ by Psychological Affiliates on 2016-07-12

Always very courteous, professional and happy to help. Keeps us cool!

NPS:

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★★★★★ by John Cieplinski on 2016-06-23

wonderful experience from the first call to the great work throughout the repair

NPS:

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★★★★★ by Anon on 2016-06-23

Great service, very reliable. I would highly recommend them.

NPS:

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★★★★★ by Anon on 2016-06-23

B&G Air always gets right back to you and are courteous and fair.

NPS:

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★★★★★ by Bruce Morgan on 2016-06-23

They are always Johnny on the spot. They are all very professional. The job is always done right the first time. And they never over charge you.

NPS:

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★★★★★ by Anon on 2016-06-19

B7G has always provided first class service and does an excellent job of explaining any problems and offering options for mitigating issues.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2016-06-10

Glenn and Terry are skilled and professional. They care about the quality of their work and while giving you options, advise you about what they would do in their own home. They listen well and respond to your needs.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Jason McGuire on 2016-05-31

Great service !!!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by SAMUEL SOSA on 2016-05-28

WE HAVE USED B&G FOR ALL OF OUR A/C WORK FOR A NUMBER OF YEARS AND HAVE ALWAYS HAD EXCELLENT AND FAST SERVICE.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by JOZEF DOVERMAN on 2016-05-28

Very reliable company that is still old school when it comes to taking pride in their work. I have been a customer with them for years and have always received excellent service when I call them. Furthermore, they do not engage in high pressure sales tactics which is a great plus in my book. All in all a great company to do business with.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Jon Duberke on 2016-05-27

We have been B&G's customers over 10 years and have been very pleased with their service. They are very responsive, do good work and stand behind their product.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Pam Bragg on 2016-05-24

Excellant service. Professional. Dependable.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Chris Evans on 2016-05-24

Great Family owned company that puts service to customers first!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2016-05-24

Always great!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2016-05-24

The service we receive from B&G Air Specialists is always great. Our calls are handled quickly and the problem is always solved. The technician(s) are knowledgeable and friendly.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Harold Kilgore on 2016-05-24

Glenn was very knowledgeable and friendly. I really appreciated that fact he gave me several options and not the bait and switch other guys in town rely on.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Richard Hughes on 2016-05-24

I've been a B&G customer for over 20 years and, IMHO, they are the best. Great service, fair prices, and wonderful people.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Creative Expression on 2016-05-24

Best Air/Heat business!! By far, honest, prompt and very reasonable. Thank you Glenn and the crew for always being there for us at home and at the business!! Would strongly recommend them!!!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Bill Andrews on 2016-05-24

Good service in a timely manner. I have dealt with B&G on numerous occasions over the years and have never been disappointed.

NPS:

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★★★★★ by Olivier Petit on 2016-05-24

this company is the best, very fast , the price is competitive , staff is great and professional, very clean job , don't hesitate to contact for service or replacement , i change my a/c in may 2016 i'm so happy to chose this local family Longwood company.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Dan Spak on 2016-05-24

Thanks for working so hard to solve my noise problem

NPS:

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★★★★★ by Ralph Moriello on 2016-05-18

I thank you very much for the professionalism and honesty , your work and promptness is much appreciated ,and I will refer you to friends and family, again thank you very much ...

NPS:

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★★★★★ by E.J. and Tiffany McManaway on 2016-05-11

This company is very knowledgeable and courteous. The best I have ever used.

NPS:

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★★★★★ by Lee and Rita Stallings on 2016-05-07

Very prompt in responding to service call. Diagnostic procedure was very thorough. Very reasonable cost in repairing a unit B & G installed several years ago. I will definitely use B & G again for service and also when its time install a new HVAC system.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Bruce Morgan on 2016-05-07

Terry arrived right no time and performed his work without hesitation and expertly. He was very polite and courteous. It has been a pleasure to have B&G Air Specialists as our Air Conditioning experts for almost 20 years. Thank you, Becky, Glenn and Terry.

NPS:

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★★★★★ by Rachel Brown on 2016-05-06

Always excellent service! You all are the best!

NPS:

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★★★★★ by Bruce Morgan on 2016-05-03

B&G Air is very prompt and courteous. Their technicians are very professional. They are the best Air Conditioning company I have ever had work on my system. I will never use anybody else.

NPS:

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★★★★★ by Joann Dubus on 2016-04-26

B&G Air Specialists installed our first unit when our home was built in 1987. They are the only firm to service our unit, replace when needed and they continue to look out after us. I consider them dear friends and they are wonderful; dependable, and extremely competent.

NPS:

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★★★★★ by Richard Hughes on 2016-04-13

B&G have been our air and heating specialists for over 20 years. Without question, they are the best - great, reliable products, excellent service, and fair prices.

NPS:

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★★★★★ by Skip Nelson on 2016-04-13

B&G Air continues to impress me. They installed a brand new AC unit at my mother's house in Sept 2015. It's working fine. I am signed up for their regular maintenance plan for the AC unit at my house. My unit is working fine. B&G is a solid, honest company in an industry where there are a good number of marginal companies.

NPS:

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★★★★★ by Shelly Ankerholz on 2016-04-12

Prompt, clean, knowledgeable.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Don Midkiff on 2016-04-11

Honest, punctual. Courtesy calls as appropriate prior to showing up at the door. Proficient with different types of equipment. And may offer alternatives depending on problem..

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2016-03-30

Outstanding

NPS:

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★★★★★ by James Lytle on 2016-03-23

Prompt, courteous, professional, knowledgeable and best of all, all around great people.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Ixamaarie Diaz on 2016-03-19

I cannot say enough about their excellent service. I would recommend them in a heartbeat.

NPS:

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★★★★★ by Seminole Systems on 2016-03-18

Awesome job, very professional, and at a great price!

NPS:

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★★★★★ by Richard Best on 2016-03-10

Awesome service.

NPS:

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★★★★★ by RON WOXBERG on 2016-02-04

B&G has been my supplier of my heating and cooling needs for years. Always there for my family when things stopping working, repairing with fast service and reasonable pricing. When my units need replacing, B&G has always looked at my current needs and made great suggestions for the replacement units. I would highly recommend B&G Air Specialists to anyone.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2016-01-28

Communicated very well regarding appointment and was very attentive during the service call. Provided great service!

NPS:

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★★★★★ by Gary and Pat Hendricks on 2016-01-27

We are pleased with B&G. Very courteous and handle things in a timely manner.

NPS:

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★★★★★ by CROWN TROPHY on 2016-01-21

Always the best!! Would not go anywhere else

NPS:

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★★★★★ by Eric Eastman on 2016-01-18

The service was very detailed. They cut the old water lines at the tank and went above and beyond to make sure that the A/C fit in the tiny little closet that was built for the original A/C unit. Checked to make sure that the unit would service the entire house. Cut the fire alarm while torching the copper pipes so that it didn't go off. Ensured that the Electrical wiring was sufficient and updated any old wiring. Installed a wireless thermostat that can be updated anywhere in the world. The only complaint I have is how long it took to install. But after seeing how great of a job they did and where they went above and beyond I'm completely satisfied and will use them again.

NPS:

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★★★★★ by Anon on 2015-12-31

Was attentive. Called and asked me several questions before even coming to the house. Was willing to work with any existing systems in the house including a weird hydroponic system that was existing. Gave an honest quote with no haggling prices.

NPS:

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★★★★★ by Linda Hopkinson on 2015-12-03

We would recommend B&G Air Specialists to anyone in need of heating and/or air service. They were quite knowledgeable, honest and trustworthy. Their work ethic was the best. Extremely nice people who were sensitive to what we needed and what we could afford. Work was done in a day and everything cleaned up and the unit is working great. Was honest about what needed to be done and what the price would be.

NPS:

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★★★★★ by Castillo, Michael on 2015-11-27

Knowledge, Dedication and Honesty are the 3 keywords that come to mind when I think about B&G Air Specialists. Recently B&G Air Specialists replaced both inside and outside units as well as upgraded one of room feeds in my home. B&G Air Specialists were very knowledgeable and provided me an amazing unit that would meet all of my needs. B&G Air Specialists provided me with a fully understanding of the work that was going to be done on the house and provided me facts on A/C units, so that if I did not go with their quote, I would have a better educated understanding of what other vendors would be talking about. B&G Air Specialists were dedicated to the project and completed all of the work the same day at no extra charge to me. The professional and very friendly staff of B&G Air Specialists were mindful of my home while they worked, as well also educated me and my family about factors on the units that we needed to know just in case there was an issue in the future. The staff and customer service at B&G Air Specialists is truly amazing, they contacted me before after and even during the job to make sure everything was good. The best factor about B&G Air Specialists is their honesty, and in this industry that says a lot about a company. I never felt pressure sales or I was getting anything more that what I needed. I had several other vendors give quotes on two of them there were items I was unsure what they were and if they were required. I called B&G Air Specialists to ask about both items, not just did they explain what the items were they gave me reference material to understand why I would not need those items. I have dealt with a lot of the service industry companies and can truly say that B&G Air Specialists are a leader in this field. The work done to my home again was done in one day and the crew worked devotedly on my system and were very friendly and professional. Once the work was done they cleaned every thing up and left no trace at all of them being here. They also kept following up on the unit and to this day still are checking with me on the unit and its functionality. It says a lot about a company that has such in depth Knowledge, Dedication and are truly Honest with the consumer. I write this review knowing I got a great deal, learned a lot about my unit (and we all know that knowledge is power) and have B&G Air Specialists with Glenn only a phone call

away. I can say to give them your business you will be overwhelmed with satisfaction on the work, the equipment and the staff provides.

NPS:

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★★★★★ by DARYL HALL on 2015-11-20

I've had B&G as my AC specialist for about 30 years. Their work is quality, their products are quality. Most importantly I trust them to do what is necessary and not try to sell me service or products I don't need. I trust their professional advice. B&G has excellent customer service.

NPS:

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★★★★★ by Royce Electronics on 2015-11-19

Fantastic customer service! If you're looking for fair, honest service this is the way to go. Family owned for the last 30+ years says a lot. Give them a call you won't be disappointed.

NPS:

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★★★★★ by Castillo, Michael on 2015-11-14

Amazing, Dedicated and Professional is how I would describe my overall experience with B & G Air Specialists. The entire process was painless and the attention to detail by the Installers and Owner was outstanding. The work was all done in one day, limiting the amount of down time in my house with no A/C. I would strongly recommend B&G Air Specialists for any of your A/C work you might need. The best thing about B&G is the Customer Care and Service they provide in all details of the process. This company knows how to do customer service very well and made sure I had no questions or concerns that did not have an answer. The follow up and devotion B&G provides truly made the difference!!!

NPS:

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★★★★★ by Monroe, Cathern on 2015-11-11

Very well done. Thank you.

NPS:

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★★★★★ by Steve Mosely on 2015-11-08

Replacing central AC is expensive and choosing the right company is so important. B&G took the time to explain our options, answer question and give us time to make the right choice with no high pressure sales. The technicians who installed the unit were very professional and did an excellent job. We were treated like family and they didn't leave until they were sure we understood how to operate the new thermostat and the online tools and apps. B&G is one of the rare companies that puts customer service as their top priority. I highly recommend them!

NPS:

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★★★★★ by Chris Evans on 2015-09-30

Glen returned my call, on a Sunday, less than a minute after I left a Voicemail on the company's answering machine. He was then at our home inside 2 hours where upon he fixed the issue and got our house cooled off!!! Thanks B&G!!

NPS:

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★★★★★ by Al and Kathy Trimble on 2015-09-28

Excellent customer service! Extremely knowledgeable and dependable. They care about their customers.

NPS:

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★★★★★ by Skip Nelson on 2015-09-22

B&G installed a new air conditioner in my home and has been doing semi-annual maintenance ever since. Therefore, when my mother's AC failed recently, I immediately called B&G to install a new unit in her home. B&G did this on one day's notice. I trust B&G to do a very good job in a very timely fashion and to deal with its

customers honestly. I feel I now have a solid and friendly relationship with B&G that will last. I no longer have to worry about who will service my air conditioner. It'll be B&G.

NPS:

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★★★★★ by James Lytle on 2015-09-17

B&G does an excellent job and provides honest, quick assessments of your heating and air issues. Glenn and Terry know their stuff and I highly recommend them.

NPS:

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★★★★★ by Steve Grant on 2015-09-02

Glenn and terry are great. Very honest and they give excellent service. They have been doing yearly maintenance on my ac they Installed 13 years ago I highly recommend them

NPS:

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★★★★★ by Phina Casey on 2015-09-01

Great service. Made a call at 9 am and Glen was out to me at 1pm.

NPS:

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★★★★★ by Jerry Van Kirk on 2015-08-28

The crew were both professional and polite, they also seemed to know what they were doing.(which unfortunately is almost become the norm these days) Nobody had to call anyone to check on which end of the screw driver to hold on to, or "What does the light green wire do again?" The job was completed and site cleaned before the promised time. Most other service calls are planned to be at least three or four visits. First visit to guess what's wrong(might be a salesman doing the trouble shooting), second trip is by tech (who doesn't carry any parts on his truck) to confirm diagnosis. The third trip is for attempted repair/replace exercise, sometimes it works, other times

the fourth trip is a return of the tech with the part he burned up during repair. My wife was sleeping in a bedroom right next to the room were the inside unit was and on the opposite exterior wall of bedroom was the outside unit. She was able to sleep through both installs. The guys were very considerate and quite... It was refreshing to deal with Glenn and his left & right hands... they work pretty good together. Of course there was only one who had to reminded to use his "inside voice" by the bedroom... no names but it wasn't the 'B' in B&G. Very impressed by the whole process, start to finish. Will not only recommend to just friends and neighbors, I'll pass it on to other American Veteran Owned Small Businesses I deal with. Well done.

NPS:

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★★★★★★ by ROGER E. OHNSMAN on 2015-08-18

Great reliable service.

NPS:

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★★★★★★ by Jack Liberty on 2015-08-18

B&G Air Specialists provides great service, They come out right away if we have any problems with our ac units.

NPS:

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★★★★★★ by Danielle Humberg on 2015-08-05

Excellent service. Technician asked about permission to go around the house. Answered technical questions in a professional manner, demonstrated knowledge beyond what would be expected from an A/C technician. He also was friendly and polite, and dressed professionally. He kept the premises clean. I could not expect a better service.

NPS:

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★★★★★★ by Aida Osmani on 2015-07-30

Quick, honest service

NPS:

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★★★★★ by SCHWARTZ, WILLIAM on 2015-07-29

Prompt, on time, friendly, courteous, worked quickly, made necessary adjustments. Great job!!

NPS:

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★★★★★ by Vanessa Beaty on 2015-07-25

They were able to come out on short notice and addressed the problem quickly. Very happy with their services.

NPS:

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★★★★★ by Anon on 2015-07-16

Great!

NPS:

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★★★★★ by Chris Harrell on 2015-07-14

Very professional and fast service. We are happy and cool now!

NPS:

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★★★★★ by Trish Horel on 2015-07-01

Great job--I will call again.

NPS:

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★★★★★ by Dick Loper on 2015-06-29

Prompt, courteous, and timely service. Cleaned work site thoroughly.

NPS:

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★★★★★ by Diana Bohman on 2015-06-03

Our Air Conditioner went out at the office. We found B&G Air Specialists to be on time, professional, and knowledgeable. We would recommend them to our friends and family. Diana

NPS:

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★★★★★ by Bruce Morgan on 2015-05-30

B & G Air are the greatest. I called them yesterday morning as my air had quit working. Glenn said that he would be out that afternoon as he had a few calls in front of me. To my surprise he showed up at the house with the hour and he had our air working with 15 minutes. I cannot thank them enough. They are the best service provider I have ever had. Bruce Morgan Altamonte Springs, FL

NPS:

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★★★★★ by James Frank on 2015-05-30

Great people. Great service.

NPS:

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★★★★★ by James Frank on 2015-05-25

Great service as always!

NPS:

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★★★★★ by Steve Grant on 2015-05-19

13 years ago I had B&G replace my air conditioner. It is still going strong. Every year I replace filter and have them check the system. Would recommend them highly to anyone.

NPS:

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★★★★★ by Bruce Morgan on 2015-05-15

The Horner family and employees are the best. They are trustworthy and honest. As far as knowledge concerning your air conditioning and heating needs you cannot find another company that even comes close to B&G Air.

NPS:

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★★★★★ by Thomas Joyce Jr on 2015-05-14

Great service

NPS:

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★★★★★ by Yvonne Vickey on 2015-05-13

B&G has been servicing my air conditioner. For almost 20 years and they have been very professional,Have always repaired it in a timely fashion,even when I had to replace it. Five Stars..

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by SAMUEL SOSA on 2015-05-11

Great service, very reliable, same day service, no complaints.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Anon on 2015-05-07

Great service.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Robert Burg on 2015-05-07

Glenn is super-responsive and takes care of issues quickly. Can't recommend enough!

NPS:

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★★★★★ by Gary and Pat Hendricks on 2015-05-05

Very pleasant to deal with and very satisfied with work done.

NPS:

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★★★★★ by Lional Bonck on 2015-05-04

Always available , always courteous, excellent technicians

NPS:

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★★★★★ by Tina Sabatino on 2015-05-04

B&G Air Specialists saved me! I had used a previous company that had really made a mess of my inside and outside units. To the point of needing to replace both. B&G were able to replace the outside unit and repaired the inside unit until I was able to afford to replace it. They were very professional and kind. It really says something when you can come in and fix another company's mess and save the customer money. Thank you B&G!

NPS:

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★★★★★ by Anon on 2015-05-04

Excellent installation of my new system...handled professionally, on time, and expertly done.

NPS:

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★★★★★ by Rick Miller on 2015-05-02

Glen and his team always provide great service.

NPS:

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★★★★★ by Anon on 2015-05-01

All associates of B&G Air Specialists were extremely professional and provided expert advice to meet our needs. We would highly recommend them to anyone who requires air conditioning related services.

NPS:

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★★★★★ by GLEN DEHMER on 2015-05-01

I always get GREAT service from B&G Air. They are honest about what its going to cost to fix a problem and the rates are more than reasonable.

NPS:

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★★★★★ by Skip Nelson on 2015-05-01

I always look forward to service from Glenn and Terry. I trust them to do excellent service. That's why I joined their certified service club. I talked with Terry about a glitch or two on their appointment website. Glitches have nothing to do with their actual on-site air conditioning service and will be corrected by their webmaster.

NPS:

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★★★★★ by Chris Evans on 2015-05-01

Outstanding friendly and professional Service!! Recommend to all my Magnolia Neighbors!! Glen does a great job and only sells you exactly what you need. Thanks B&G!!!

NPS:

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★★★★★ by Miguel Colomarco on 2015-04-30

Good company fix the problem in a couple of days after the part arrived. I highly recommend it.

NPS:

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★★★★★ by Sherrie Bothelho on 2015-04-30

Very prompt, courteous service and was a pleasure doing business

NPS:

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★★★★★ by Brendan Pridmore on 2015-04-30

Great family business! Always comes out right away when we need them and are so positive and friendly.

NPS:

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★★★★★ by Steve Preston on 2015-04-30

B&G have been monitoring my 3 HVAC units for a few years. They have been very reliable and responsive. I would recommend them to others.

NPS:

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★★★★★ by David Larew on 2015-04-30

I sell bank owned properties and always use B&G Air Specialists for any issues that I have. They offer the best service and most reasonable prices in the area. I have been using them for 5 years and have never been disappointed. As a side note, they put the AC unit in my home, too!

NPS:

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★★★★★ by E.J. and Tiffany McManaway on 2015-04-30

Excellent A/C company! I would highly recommend them.

NPS:

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★★★★★ by Jim Matthews on 2015-04-30

The workers are friendly, clean, and polite. They are very knowledgeable about HVAC.

NPS:

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★☆☆☆☆ by Anon on 2015-04-30

Overcharged for the work and the owner was very condescending and rude. Terrible customer service!

NPS:

0	1	2	3	4	5	6	7	8	9	10
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★★★★★ by Mike and Mary Lynn Mortimer on 2015-04-30

Always courteous and knowledgeable!

NPS:

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★★★★★ by Marilyn Young on 2015-04-28

It was great to have this father/son team in my home. You were thorough and efficient....

NPS:

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★★★★★ by Joann Dubus on 2015-04-24

B&G installed our first unit when we built our home in 1987, and the two succeeding ones. Everything has ALWAYS been excellent - service and services provided. There will be no other for our household. I consider you guys "friends" and appreciate every consideration you have given us. Very sincerely, J. Dubus

NPS:

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★★★★★ by Jim Matthews on 2015-04-22

Polite, friendly, & clean. Explained what he was going to do and what he did when finished. Traffic was bad and caused him to be a few minutes late. He call to let us know he was running late and gave an estimate of arrival time. B&g is doing a great job.

NPS:

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★★★★★ by Rick Miller on 2015-04-16

A good job done as always.

NPS:

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★★★★★ by Scott Long on 2015-04-11

Thanks again for your help with my air conditioning. I appreciated how straightforward and efficient you were and your trying to make sure I understand what you were doing and why. thanks again for your help. the house has been at the same comfortable temperature all day. Scott

NPS:

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★★★★★ by Richard Hughes on 2015-04-09

The folks at B&G are the best. Their service is always done quickly, professionally, courteously and at a fair price. I would recommend them to anyone.

NPS:

0	1	2	3	4	5	6	7	8	9	10
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