



PTCS Remote Quality Assurance Inspection Testimonials

The PTCS program is now performing remote heat pump quality assurance inspections using a video-sharing application on a smartphone or tablet. The inspection takes place between a PTCS-certified technician and inspector while the heat pump is being commissioned. Remote inspections address most issues in real time during installation, which greatly reduces the need for a return visit to the home for program remediation or a customer callback. The program staff will submit installation data into the PTCS registry on the contractor's behalf, thus reducing administrative burden.

Here are testimonials from participating contractors who have performed remote QA inspections in the last six months. For more information on the remote inspections, contact Eric Timon at eric.timon@clearResult.com.

- *"Our techs on site are able to fix anything at the time with the inspector on the video chat vs maybe having to go back to make a correction. The turnaround time for them to enter the job & being approved has been fast."*
- *"Direct communication with the inspectors has been beneficial for both sides. We have real time communication to be able to clarify and resolve grey areas."*
- *"Resolving the issues or corrections in real time fashion eliminates the need to inform the homeowner that there are corrections to be done, which in turn restores confidence with the customer, because in their minds, the job was installed flawlessly."*
- *"We initially thought that these inspections were going to be a lot of work and add extra time to projects. It turned out to be much easier than expected and didn't take much time at all."*
- *"The \$250 SPIF easily justifies the extra 10-15 minutes spent on the jobsite."*