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FOR IMMEDIATE RELEASE

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Joseph Frederick & Sons Named Carrier Factory Authorized Dealer

WILMINGTON, Del. — Joseph Frederick & Sons has been named a Carrier Factory Authorized Dealer, becoming only the second company in Delaware to carry the mark of distinction.

Joseph Frederick & Sons is a family-owned heating, cooling, electrical and plumbing company. The company, which will celebrate its 60th anniversary next year, employs nationally certified technicians and guarantees all work.



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Carrier established its factory authorized dealer designation for dealers who meet the company's highest standards and closest scrutiny, not only for their technical expertise, but also for their business practices and customer service quality. According to Carrier, the company designed the endorsement to "promote quality, excellence, and attention to detail in solving the heating and cooling needs of homeowners by Carrier dealers."

Joseph Frederick & Sons owner Brian Frederick said the Carrier Factory Authorized Dealer designation underscores the company's commitment to quality and reassures customers that the company has been certified for both ethical and technical business practices.

"Our grandfather started this business with one truck, a willingness to work, and a sense of integrity. My brother Rob and I work hard to maintain those values and to continue to provide the same level of service our family has provided since 1947," Brian Frederick said. "Receiving the CFAD designation is an honor for us and a symbol of our reliability for customers who are researching companies to provide HVAC, electrical and plumbing services."

In addition to the CFAD designation, Joseph Frederick & Sons also holds the North American Technician Excellence (NATE) designation and won the Better Business Bureau's Rush Award for Integrity in 2005.

Carrier Corporation is the only manufacturer to offer a national, standards-based endorsement program, and stringent participation requirements must be followed in order to become a Carrier Factory Authorized Dealer. This includes U.S. Environmental Protection Agency certifications and local licensing; NATE certification of at least 50 percent of the dealer's technicians; a commitment to offer a 100 percent satisfaction guarantee on all installations; and training and testing on sales and business through Carrier's Online University.

"When homeowners see the Factory Authorized Dealer label, they can count on peace of mind and a 'no-risk' option," said David Scott, Peirce-Phelps, Inc. territory manager. "This means fewer, if any, callbacks, hassle-free transactions, and superior customer service."

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