

## **NADCA Helps Chris Hansen & NBC Dateline Expose Duct Cleaning Scams:**

### **NADCA Expert Exposes “Bait & Switch” Marketing Tactics, Then Uses Abatement Technologies Equipment To Show How To Clean Ducts Properly!**

For years now homeowners and legitimate duct cleaning companies all across the country have complained about companies that undermine the reputations of duct cleaning professionals who do the work properly by advertising “\$49.95 whole house duct cleaning” teaser rates but almost always end up charging far more for work that is often poorly done. These companies particularly prey on senior citizens.

One of the segments on a special episode of the “Dateline Hansen Files” series featuring Chris Hansen aired by NBC TV nationally on Sunday January 30, 2011 NBC TV focused on these types of potentially misleading tactics. Two senior citizens allowed Dateline to plant hidden cameras in their Midwestern homes and contracted with local duct cleaners offering these advertised deals. The current president of the National Air Duct Cleaners Association (NADCA) was on hand as Dateline’s behind the cameras expert, observing and evaluating the work done.

According to the NADCA expert, the work done by the company hired for the first home was acceptable, but once in the home the technician convinced the homeowner that costly add-on services not included in the offer were necessary. These extra and overpriced services caused the final bill to ultimately balloon to more than 10 times the original teaser price.

A different duct cleaning company offering cheap teaser prices brought in to clean the ducts in the second home used similar tactics to run up the total bill via uncovered services. Amazingly, some of these costly added services were never even actually provided! During the “cleaning” process the Dateline cameras also clearly revealed large numbers of visible airborne particles released into the air by the company’s low quality vacuum & collection equipment.

In this home a post-job visual and video inspection by the NADCA expert revealed that the same amount of gross filth remained in the ductwork as was there at the start. Dateline arranged to get the lead technician for the company that did the work back into that home where Mr. Hansen confronted him and a co-worker. They quickly departed the home shortly thereafter.

A NADCA member then used an Abatement Technologies HEPA-AIRE® HEPA-filtered Portable Power Vacuum and related tools and accessories to properly clean the ductwork in the second home in conformance with NADCA duct cleaning standards, as confirmed by a subsequent inspection.