



Pre Service Checklist

Take a moment to make sure you're prepared for our service technicians visit. Following this simple checklist before your appointment will help our service technician get straight to servicing your system.

We are here to HELP!

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- Know where all of the heating and cooling units are in your home.
- Perform basic troubleshooting.
- Check your air filter. A dirty air filter is a common cause of problems.
- Be ready to explain clearly what problems you've had.
- Make sure the system is accessible by the technician
- Put pets in a separate room.
- Be prepared to answer the phone. Many technicians call when they're on the way.
- If you rent, make sure you have permission to have your system serviced.
- If your heat pump is frozen, shut it off before the technician arrives so it's thawed and ready for service.
- Have information on all prior services performed on your system readily available.