



HVAC Pre-Service Checklist

Know where all of the units in your heating and cooling system are located.



Perform basic troubleshooting tactics.



Check your air filter



Write down the model numbers of all your products.



Be ready to explain clearly what symptoms or problems you've had.



Know how long ago your problem began.



Make sure the system is accessible by the dealer by removing anything blocking your products.



If your system's products are in an attic or crawl space, make it easily accessible.



Lock pets in a separate room so they don't get in the way or get hurt.



Make sure there's an adult (18 or over) home to legally allow entry to your home.



Be prepared to answer the phone. Many technicians will call to confirm the appointment on their way.



If you rent, make sure you have your landlord's permission to have your system serviced.



If your heat pump or air conditioner is frozen, shut it off before the technician arrives so it can thaw.



Make available a file containing information on all prior services performed on your system.



Be prepared to make a payment

