



# Belyea Bros.

Since 1908

## Heating & Cooling



### Pre-Service Checklist

Before a technician arrives to service your system, there are a few steps you can take to assist in the visit. All of these steps will aid us in helping you as quickly and thoroughly as possible:

- Find out where all your heating & cooling systems are located
- Perform the basic troubleshooting steps i.e) check the thermostat programming; check the thermostat battery; check the breaker; switch off the system and re-set it
- For furnaces and/or air handlers: check your air-filter as dirty filters are a common cause of problems
- Make a note of the make/model of air filter if you would like us to get one for you
- Write down the model & serial number of your equipment
- Be ready to clearly explain what symptoms or problems you have noticed. If you get a fault code, and then clear it, please make sure you write down the error code or message
- Make sure you know when exactly any problems began
- Make sure the system is accessible to the dealer; remove anything blocking access to your system
- If your system's equipment is in an attic or crawl space, please make this clear when you schedule your appointment and make sure the equipment is easily accessible
- Keep any pets in a separate room so that they do not disturb the dealer or get hurt. Ensure there is an adult (18 or over) to legally allow entry and be present during the call
- Be prepared to answer the phone. If a technician calls & cannot get hold of someone, they will proceed to their next call
- If you rent, make sure you have your landlord's permission to have your system serviced. We will not service a rental property with the landlord's approval
- If your air conditioner or heat pump is frozen, shut it off before the technician arrives so it's thawed and ready for service
- Keep a file on hand with information on all prior services performed on the system
- Have a form of payment ready for the technician – Cash, Visa, M/C or Cheque