



To Our Valued Customer

Our Service Call is \$29.95. This fee covers:

- **Expense for traveling to your house including gas, insurance and maintenance of the vehicle.**
- **A consultation with you, the customer.**
- **Discussion problem(s) with customer – “What, Where, How, When” Questions.**
- **Discussion of past problems of utility consumption. (Are your utility bills too high?)**
- **Obtaining relevant background information concerning your system and its past problems, repairs, or other issues.**
- **Evaluation of Air Quality concerns? Does anyone in the home have asthma or any health related concerns?**
- **Obtaining other relevant information on your system, such as age of system.**
- **Placing gauges on the unit for initial Refrigerant Reading, if needed.**
- **Performing Visual Check of unit with problem.**
- **Visual examination of the furnace’s “Order Of Operation” for Heating Repair Calls.**
- **Examination of airflow inside and on outside condenser, or furnace.**
- **A Diagnostic Check which simply determines the nature of your unit’s current operating condition.**
- **This diagnostic check is like meeting with a doctor to discuss the nature of the problem and allow the doctor to make a personal inspection.**
- **Should our technician decide that a further investigation is needed (like a doctor who orders blood work or x-rays), the next step is Troubleshooting.**