

IT TAKES

a team approach



Pre-Service Checklist

- 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.
 - Write down the *model numbers* of all your Bryant products.
 - Be ready to explain clearly what problems you've had.
 - Know when your problems began.
 - Make sure the system is accessible by the dealer, including units in crawl spaces or attics.
 - Put pets in a separate room.
 - Make sure an adult (18 years or older) is home to let your dealer in.
 - 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.
 - Be prepared to make a payment to the dealer.
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