

Your air conditioner or heater needs help-- What should YOU tell the technician?

Even Superman can't read minds, and when your technician comes to fix your ailing heating or cooling unit, he needs details that will help him accurately and quickly diagnose your unit's problem.

"But I'm no technician--what do I say?"

Tell him the facts. You know the "personality" of your heating or cooling unit. No fact is insignificant, and they may help a technician diagnose and fix a problem so your home returns to its previous level of comfort.

Be prepared to tell the technician:

- The make of your heater or air conditioner
- How old your heater or air-conditioner is
- When was it last serviced and who last serviced it
- When the filters were last changed
- That you checked your circuit breakers to make sure none were "tripped"
- When you first noticed that it seemed to not be working properly
- If it was making any unusual noises?
- If there were any unusual odors?
- If there was any unusual weather activity before the equipment acted up
- If you saw unusual fluids or leakage around the unit
- If you're considering purchasing a new unit, find out what units are suitable for your size home and how much they cost

Tests determine what problems your equipment may have, but the more details you provide, the better a technician can determine why your unit's malfunctioning. Time is money. The longer a technician works on a job, the more he charges for labor. Save time, save money--give 'em just the facts.

Ask for a certified technician. Those wearing the NATE patch are among the very best; after taking a stringent test of their HVAC knowledge, they earned NATE certification. NATE represents professionalism, proficiency, and pride--qualities which lead to trust. When you need HVAC help, call a contractor who employs NATE-certified technicians.