

Home First Aid Kits

Furnace Repair Checklist

(NAPSA)—A chilly home, strange odor or unusual noise when the furnace clicks on is a homeowner's first warning to call a technician. Not every problem warrants a service call. Knowing when to place a call and what information to provide can save time and money.

Before Placing The Call

- Is the thermostat's selector switch on and set for the proper season and temperature?
- Does the thermostat need new batteries?
- Have you blown any fuses? Check the master switch and circuit breaker or fuse.

• Is the air filter dirty, limiting airflow?

• Is there a strange odor or unusual noise when the furnace kicks on?

What To Tell The Dispatcher

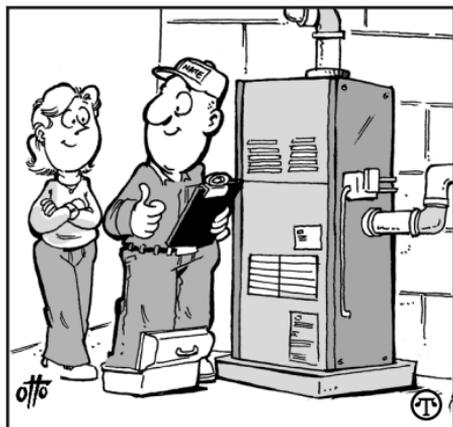
• Is the problem intermittent? Note if the problem occurs at certain times of day. Do any events coincide with the system problem? (Does a factory opening at 6 a.m. coincide with your furnace malfunctioning?)

• Alert the dispatcher to unusual odors. Unfamiliar odors may signal abnormal operating conditions.

• Tell the dispatcher if you want an estimate before any work is performed.

• Provide contact information—a cell phone or work number, or the name of the individual at home who can authorize the work.

• Consider providing a “not-to-



exceed” amount so the technician can perform services up to a stated dollar amount without signed authorization.

• Request a NATE-certified technician—they know heating and cooling and have proven their knowledge.

• Finally, minimize future service calls by having your home's comfort system regularly serviced by a NATE-certified technician.

These tips are brought to you by North American Technician Excellence, or NATE, the nation's largest nonprofit certification organization for heating, ventilation, air conditioning and refrigeration technicians. The U.S. Department of Energy endorses NATE for raising quality standards and energy efficiency. For a contractor with NATE-certified technicians, go to the Consumer Contractor Connection at www.natex.org. And remember, when purchasing a new unit, select one with the EnergyStar qualified seal.