

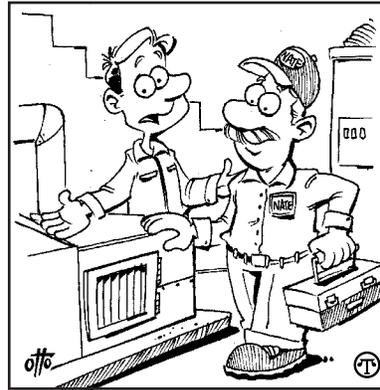
Your Heating Unit Needs Repairs—How To Communicate The Problem To A Technician

(NAPS)—If your heating or cooling unit begins to malfunction, you should call a certified heating, ventilation and air-conditioning technician for assistance. However, following a few simple tips before you make the call can help make the process more time- and cost-efficient.

First, be prepared to provide details that will help the technician accurately and quickly diagnose why the unit is failing to work properly. And, don't worry. You don't have to be a professional to communicate effectively with the technician. Just focus on the facts. No one is as familiar with the "personality" of your heating or cooling unit as you. No fact is insignificant, and the smallest detail may help your technician identify and fix the problem so your home returns to its previous level of comfort.

Next, review the following checklist and gather the necessary facts. Finally, make the call and be prepared to provide:

- The unit's brand and/or model number
- The number of years the unit has been in service at your home
- The date of the unit's last servicing
- The date when the filters were last changed
- The name of the company or technician who last serviced the unit
- Whether you checked your circuit breakers to make sure none were "tripped"
- The date you first noticed the unit seemed to be malfunctioning
- Descriptions of unusual noises coming from the unit
- Descriptions of unusual odors in your home
- Information about unusual weather activity in your area
- Information about unusual fluids or leakage that may be pre-



sent around the unit

Rest assured, HVAC technicians will conduct thorough tests to identify malfunctions your heating or cooling unit may have. However, your advanced preparation will be appreciated by the technician and could help reduce the amount of time required to diagnose and service your equipment. That means you can return to living in comfort sooner.

This information is provided by North American Technician Excellence (NATE), the nation's largest non-profit certification organization for heating, ventilation, air conditioning and refrigeration (HVAC/R) technicians. A NATE-certified technician is an individual who has demonstrated knowledge and technical skills in the installation and servicing of HVAC/R equipment.

The U.S. Department of Energy endorses NATE for its dedication in raising quality standards for installation and maintenance of HVAC/R equipment and contributing to increased energy efficiency.

For more information on NATE call 877-420-NATE. To find a NATE-certified technician in your area, visit the Consumer Contractor Connection on the NATE Web site at www.natex.org, and click on the "consumers" icon.