



turn to the experts

# Pre-service Checklist

Before your Carrier dealer arrives to service your system, make sure you are prepared with any information that may be necessary. This will allow your dealer to fix the problem right away.

**Here are a few things you can do to get ready for your appointment:**

- Find out where all your heating and cooling systems are located.
- Perform the basic troubleshooting steps.
- Check your air filter dirty air filter is a common cause of problems.
- Write down the model numbers of all your Carrier products.
- Be ready to clearly explain what symptoms or problems you have noticed.
- Make sure you know when any problems began.
- Make sure the system is accessible to the dealer; remove anything blocking access to your system. .
- If your system's products are in an attic or crawl space, please make sure they are easily accessible.
- Keep any pets in a separate room so that they do not disturb the dealer or get hurt. Make sure there is an adult (18 or over) present to legally allow entry to your home.
- Be prepared to answer the phone; many technicians will call to confirm the appointment on their way.
- If you rent, make sure you have your landlord's permission to have your system serviced.
- If your heat pump or air conditioner is frozen, shut it off before the technician arrives so it's thawed and ready for service.
- Keep a file on hand with information on all prior services performed on your system.
- Have your payment ready for the dealer.