

# NEW CONSTRUCTION MAINTENANCE

## Quality check—

### 2 weeks after move in

- Show homeowner where equipment is located and explain what is it
- Show homeowner how to clean/change filters, recommended every 3-6 months
- Go over thermostat function and set programming per homeowners' request
- Connect the thermostat to Wi-Fi (if Wi-Fi is set up in the home)
- Explain exhaust/bath fan operation and purpose
- Go over any questions or concerns the homeowner has
- Explain the CAP schedule and program

## Comfort Assurance Plan (CAP) Visits —

### 6 months after move in

### 12 months after move in

At both visits the indoor unit, outdoor unit, and filtration equipment will be inspected and cleaned if applicable. To ensure that units are working efficiently and tests are accurate, the spring/summer visit will focus on cooling and the fall/winter visit will focus on heating.

#### Indoor Unit

- Visual inspection on unit
- Clean burners, flame sensor, condensate line, condensate pump, electrical connections, remove any debris and dust unit
- Scope heat exchanger
- Cycle equipment on the thermostat

#### Outdoor Unit

- Visual inspection on unit
- Clean electrical connections, condensate drain, and remove any debris from unit
- Check all pressures and temperatures with proper gauges
- Cycle equipment on the thermostat

#### Filtration

- Electronic Air Cleaner: clean pre-filter and cells
- HRV: clean pre-filter and drain

#### Ductless Units

- Clean filters
- Clear condensate drain
- Cycle equipment
- Clean unit exterior for dust and debris

## Notes

The Comfort Assurance Plan, in addition to routine visits, provides 2-hour arrival windows instead of 4-hour and priority scheduling ahead of non-CAP members.

Homeowner receives a 1-year labor warranty from Area Heating & Cooling and a 10 year parts warranty from manufacturer. If homeowner continues on CAP after the first year of included coverage, additional benefits become applicable; 15% off repairs and standard labor rates for an afterhours emergency.