

What is Included with a Seasonal Service?

Most of our Peace of Mind members add services like annual maintenance for their heating/cooling units, annual dryer vent cleaning, or even getting their gutters cleaned each year to their memberships. Add-Ons like this are only a few dollars more each month, but the list of potential Add-Ons is almost endless! Below is a description of many of the seasonal services offered as an add-on with a Peace of Mind Membership. This is not all-inclusive, but a great place to start when considering what a Peace of Mind Membership could do for you!

Dryer Vent Cleaning Seasonal Service

Regular dryer vent cleaning greatly reduces the risk of a fire. Each year there is an estimated 15,000 dryer vent fires throughout the United States. Clogged dryer vents can also cause higher utility bills by longer drying times with your dryer. Birds can often build nests inside of dryer vents causing clogging. Give us a call today to schedule your dryer vent cleaning.

Humidifier Seasonal Service

Over time, calcium and mineral deposits will encrust the water reservoir (a.k.a. water container or water bucket) and the water wheel on reservoir-type humidifiers. This may also lead to the growth and harboring of bacteria. Thoroughly clean out the reservoir before and after the heating season and throughout the heating season, add an antibacterial solution monthly.

At the end of each heating season, remove the float assembly and water wheel, inspect them for damage and thoroughly clean them using anti-bacterial treatment designed for humidifiers.

Tankless Hot Water Heater Seasonal Service

Over time, a tankless water heater can accumulate minerals that can build up on and erode the walls inside your tank's heating chamber. To properly maintain and clean your tankless water heater, you must flush and remove the mineral deposits from your tank at least once per year.

Hot Water Heater Seasonal Service

Your water heater might look benign, but if it's improperly installed or maintained it's a potential ballistic missile that could erupt with enough force to lift your house off its foundation. Every year a few water heaters explode with devastating results. House Call Company wants to make sure yours is safe by maintaining it every year. House Call will perform one visit each year to flush out the water heater tank, inspect your anode rod, clean

your pressure/temperature relief valve and check the other safety controls of the unit. Up to a 100 gallon tank.



Gutter Cleaning Seasonal Service

Your gutters are an extremely important part of your home and require maintenance each season. A trained technician will be dispatched to your home annually to clean your home's gutters.



Washing Machine Seasonal Service

We all love clean clothes, but do we consider how hard our washing machine works? House Call Company will give your washing machine the TLC it needs by inspecting hoses for tight fittings, bulges, cracks, and leaks. Burst washing machine hoses could spill hundreds of gallons of water an hour, flooding your home--which is what we would like to help prevent! We will tighten loose fittings, replace hoses every five years, and replace hoses immediately if damaged. Finally, we will clean rubber gaskets and drums on washers with a solution of equal parts water and vinegar.



Heater and A/C Seasonal Service

You will receive a visit each year to tune-up on your HVAC system so that you can have the peace of mind that it is operating as designed. Below are the steps we take for the four most commonly encountered systems:



Residential Split System AC//Tune Up/Seasonal Service: A 55 Step Process

1. Ring doorbell, introduce yourself Hand customer your business card and company brochure. State you're here to do their AC seasonal service as part of their Peace of Mind Membership.
2. Put on shoe covers when entering the home
3. Let the customer know that if you find any problems you will inform them. Let them know you will be asking if you "WOWD" them today when you complete your work.
4. Ask the customer if they have had any specific problems with the A/C system. Also ask if there is anything else you can do for them today. Always make it a point to make observations of the entire home, water heater, insulation levels, plumbing pipes, bath fans, etc.
5. Verify system is working and if not, **STOP** immediately and let customer know situation, get permission for appropriate action before moving forward.
6. Ask to see the thermostat. (If more than 1 unit do 2nd floor 1st). Get it calling for Cooling.



7. Ask client for filter and replace filter/s for client.
8. Ask to see indoor unit (air handler/furnace). Make note of fittings needed to blow out the line. Leave tools at air handler. (Put tools on plastic not on carpet or flooring)
9. Remove shoe covers and go to the outdoor unit and note which refrigerant the unit uses.
10. Turn on disconnect.
11. Go to truck and get air filter and any other fittings/tools for inside.
12. Put shoe covers back on and go back inside with air filter.
13. Test float switch if equipped. Shut off air handler and replace or clean air filter.
14. Blow out condensate drain line and overflow drain line if applicable. Cycle condensate pump if equipped
15. Visually verify water exiting drain at drain termination
16. Inspect evaporator coil. Brush surface clean with soft brush, Clean with no-rinse coil cleaner.
 - a. Spray cleaner in drain line and flush trap
17. Inspect blower assembly, clean wheel if necessary, by vacuuming in place. **If blower needs to be removed to be cleaned, there is an additional charge.**
18. Check all electrical wire nut connections and crimps for tightness.
19. Adjust dampers if marked for summer / winter.
20. Ask to shut off water line to humidifier and close bypass damper if equipped.
21. Make note of model and serial number of the air handler/furnace/evaporator if not already recorded in dispatch software.
22. Make note of any other items that should be addressed: (ie: ducting, humidifiers, EAC's, UV lights, programmable thermostats, etc.)
23. Close up air handler/coil/furnace and turn back on.
24. Make sure company sticker is attached in visible location.
25. Note the following readings in service record:
 - a. Return air temp
 - b. Supply air temp
 - c. Delta T
26. Go back outside (Take off shoe covers again)
27. Shut off unit at disconnect
28. Take off top and remove leaves, etc. from the bottom of the unit and replace top.
29. Inspect condenser coils and brush surface of coils clean with soft brush and then apply no-rinse coil cleaner, "back-wash" coil with garden hose.
30. Clear mulch, plants, etc. from unit base.
31. Clean out leaves, cobwebs, etc. from panel area
32. Test Capacitors and note if + or – 10% from rating on the side.
33. Inspect contactor for pitting on the contacts or chattering.

34. Check all electrical connections
35. Turn unit back on at disconnect.
36. At condensing control cabinet note the following on service invoice:
 - a. Compressor amp draw
 - b. Condenser fan amp draw
37. Close up the unit.
38. Wax unit with wipe on wax, or Armor-All
39. Note any items that need to be addressed, i.e.: new whip, pad, contactor, capacitors, time delays.
40. Note Model & Serial number of unit if not recorded in dispatch software
41. Make sure company sticker is attached in a visible location.
42. Start up unit and note the following readings on service invoice:
 - a. Outdoor ambient temp
 - b. Condenser discharge temp
43. If in doubt about system “charge” attach gauges at this point and use superheat method to determine if unit is charged properly. If unit needs refrigerant tell the customer. Let the customer know that there is a leak and a leak test should be performed (give them a copy of the “Low Refrigerant Notice” flier). Note this on service invoice. (Handle this like a service repair) **EXPLAIN CHARGES FOR FREON OR OTHER REPAIRS BEFORE DOING WORK**
44. Disconnect gauges and put everything back on the truck where it is supposed to go.
45. Fill out service record in software (paperwork or checklists) including any recommendations. (High static –fill out a/c report card, give customer fliers on any add-on they show interest in, old equipment – fill out Operating Cost Analysis).
46. Go back in house (put on shoe covers again)
47. **VERIFY OPERATION IN ALL MODES FOR CLIENT** Set the thermostat back where the customer would like it.
48. Go over your report with the customer including any recommendations. **GET APPROVAL BEFORE MAKING ANY REPAIRS**
49. Offer a full Peace of Mind (discount for any repairs) (schedule any follow up calls before leaving). Have them sign service record.
50. Collect and process payment all work completed must be paid at the time of the service.
51. Have the customer sign the service record and give them their copy.
52. Receive check, cash or credit card payment and record/process.
53. Ask the WOW question
54. Thank them and leave.
55. Leave door hangers on neighbor’s homes on both sides and across street.

Residential Split System HP/Tune Up/Seasonal Service: A 55 Step Process

1. Ring doorbell, introduce yourself Hand customer your business card and company brochure. State you're here to do their HP seasonal service as part of their Peace of Mind Membership.
2. Put on shoe covers when entering the home
3. Let the customer know that if you find any problems you will let them know. Let them know you will be asking if you "WOWD" them today when you complete your work.
4. Ask the customer if they have had any specific problems with the HP system. Also ask if there is anything else you can do for them today. Always make it a point to make observations of the entire home, water heater, insulation levels, plumbing pipes, bath fans, etc.
5. Verify system is working and if not, **STOP** immediately and let customer know situation, get permission for appropriate action before moving forward.
6. Ask to see the thermostat. (If more than 1 unit do 2nd floor 1st). Get it calling for Heating.
7. Ask client for filter and replace filter/s for client.
8. Ask to see indoor unit (air handler/furnace). Make note of fittings needed to blow out the line. Leave tools at air handler. (Put tools on plastic not on carpet or flooring)
9. Remove shoe covers and go to the outdoor unit and note which refrigerant the unit uses.
10. Turn on disconnect.
11. Go to truck and get air filter and any other fittings/tools for inside.
12. Put shoe covers back on and go back inside with air filter.
13. Test float switch if equipped. Shut off air handler and replace or clean air filter.
14. Blow out condensate drain line and overflow drain line if applicable. Cycle condensate pump if equipped.
15. Visually verify water exiting drain at drain termination
16. Inspect evaporator coil. Brush surface clean with soft brush, Clean with no-rinse coil cleaner.
 - a. Spray cleaner in drain line and flush trap
17. Inspect blower assembly, clean wheel if necessary, by vacuuming in place. **If blower needs to be removed to be cleaned, there is an additional charge.**
18. Check all electrical wire nut connections and crimps for tightness.
19. Adjust dampers if marked for summer / winter.
20. Ask to turn on water line to humidifier and open bypass damper if equipped.
21. Make note of model and serial number of the air handler/furnace/evaporator if not already recorded in dispatch software.

22. Make note of any other items that should be addressed: (ie: ducting, humidifiers, EAC's, UV lights, programmable thermostats, reference the "Enhancements Guide")
23. Close up air handler/coil/furnace and turn back on. Raise temperature more than 5 degrees above room temperature and verify that thermostat engages auxiliary heat and that the auxiliary heat comes on.
24. Make sure company sticker is attached in visible location.
25. Note the following readings in service record:
 - a. Return air temp
 - b. Supply air temp
 - c. Delta T
26. Go back outside (Take off shoe covers again)
27. Shut off unit at disconnect
28. Take off top and remove leaves, etc. from the bottom of the unit and replace top.
29. Inspect condenser coils and brush surface of coils clean with soft brush and then apply no-rinse coil cleaner, "back-wash" coil with garden hose.
30. Clear mulch, plants, etc. from unit base.
31. Clean out leaves, cobwebs, etc. from panel area
32. Test Capacitors and note if + or – 10% from rating on the side.
33. Inspect contactor for pitting on the contacts or chattering.
34. Check all electrical connections
35. Turn unit back on at disconnect.
36. At condensing control cabinet note the following on service invoice:
 - a. Compressor amp draw
 - b. Condenser fan amp draw
37. Close up the unit.
38. Wax unit with wipe on wax, or Armor-All
39. Note any items that need to be addressed, i.e.: new whip, pad, contactor, capacitors, time delays.
40. Note Model & Serial number of unit if not recorded in dispatch software
41. Make sure company sticker is attached in a visible location.
42. Start up unit and note the following readings on service invoice:
 - a. Outdoor ambient temp
 - b. Condenser discharge temp
43. If in doubt about system "charge" attach gauges at this point and use superheat method to determine if unit is charged properly. If unit needs refrigerant tell the customer. Let the customer know that there is a leak and a leak test should be performed (give them a copy of the "Low Refrigerant Notice" flier). Note this on service invoice. (Handle this like a service repair) **EXPLAIN CHARGES FOR FREON OR OTHER REPAIRS BEFORE DOING WORK**

44. Disconnect gauges and put everything back in the truck where it is supposed to go.
45. Fill out service record in software (paperwork or checklists) including any recommendations. (High static –fill out a/c report card, give customer fliers on any add-on they show interest in, old equipment – fill out Operating Cost Analysis).
46. Go back in house (put on shoe covers again)
47. VERIFY OPERATION IN ALL MODES FOR CLIENT Set the thermostat back where the customer would like it.
48. Go over your report with the customer including any recommendations. GET APPROVAL WITH PRICING BEFORE MAKING REPAIRS
49. Offer a full Peace of Mind (discount for any repairs) (schedule any follow up calls before leaving). Have them sign service record.
50. Collect and process payment all work completed must be paid at the time of the service.
51. Have the customer sign the service record and give them their copy.
52. Receive check, cash or credit card payment and record/process.
53. Ask the WOW question
54. Thank them and leave.
55. Leave door hangers on neighbor's homes on both sides and across street.

Residential Split System Dual Fuel HP/Tune Up/Seasonal Service: A 69 Step Process

1. Ring doorbell, introduce yourself Hand customer your business card and company brochure. State you're here to do their HP seasonal service as part of their Peace of Mind Membership.
2. Put on shoe covers when entering the home
3. Let the customer know that if you find any problems you will let them know. Let them know you will be asking if you "WOWD" them today when you complete your work.
4. Ask the customer if they have had any specific problems with the HP system. Also ask if there is anything else you can do for them today. Always make it a point to make observations of the entire home, water heater, insulation levels, plumbing pipes, bath fans, etc.
5. Verify system is working and if not, **STOP** immediately and let customer know situation, get permission for appropriate action before moving forward.
6. Ask to see the thermostat. (If more than 1 unit do 2nd floor 1st). Get it calling for Heating.
7. Ask client for filter and replace filter/s for client.

8. Ask to see indoor unit (air handler/furnace). Make note of fittings needed to blow out the line. Leave tools at air handler. (Put tools on plastic not on carpet or flooring)
9. Remove shoe covers and go to the outdoor unit and note which refrigerant the unit uses.
10. Turn on disconnect.
11. Go to truck and get air filter and any other fittings/tools for inside.
12. Put shoe covers back on and go back inside with air filter.
13. While in front of furnace turn on switch and observe operation o, listen to components, watch flame patterns. When blower comes on pay attention to: flame patterns, roll out, color changes.
14. Feel around furnace and venting for excessive heat or leakage.
15. Call service manager immediately if there are any problems.
16. Record temperature rise in service software or checklist.
17. Turn off unit and verify proper shutdown, flame first, then inducer fan, then blower fan motor
18. Remove access panel and check all electrical components and connections
19. Inspect control board
20. Make note of model and serial number of the air handler/furnace/evaporator if not already recorded in dispatch software.
21. Make note of any other items that should be addressed: (ie: ducting, humidifiers, EAC's, UV lights, programmable thermostats, reference the "Enhancements Guide")
22. Close up air handler/coil/furnace and turn back on. Raise temperature more than 5 degrees above room temperature and verify that thermostat engages auxiliary heat and that the auxiliary heat comes on.
23. Make sure company sticker is attached in visible location.
24. Note the following readings in service record:
 - a. Return air temp
 - b. Supply air temp
 - c. Delta T
25. Test float switch if equipped. Shut off furnace and replace (if client has) or clean air filter.
26. Blow out condensate drain line and overflow drain line if applicable. Cycle condensate pump if equipped (use a bottle of water with squirt top)
27. Visually verify water exiting drain at drain termination
28. Inspect evaporator coil. Brush surface clean with soft brush, Clean with no-rinse coil cleaner.
 - a. Spray cleaner in drain line and flush trap
29. Inspect blower assembly, clean wheel if necessary, by vacuuming in place. If blower needs to be removed to be cleaned, there is an additional charge.

30. Check all electrical wire nut connections and crimps for tightness.
31. Adjust dampers if marked for summer / winter.
32. Ask to turn on water line to humidifier and open bypass damper if equipped.
33. Make note of model and serial number of the air handler/furnace/evaporator if not already recorded in dispatch software.
34. Make note of any other items that should be addressed: (ie: ducting, humidifiers, EAC's, UV lights, programmable thermostats, reference the "Enhancements Guide")
35. Close up air handler/coil/furnace and turn back on. Raise temperature more than 5 degrees above room temperature and verify that thermostat engages auxiliary heat and that the auxiliary heat comes on.
36. Make sure company sticker is attached in visible location.
37. Note the following readings in service record:
 - a. Return air temp
 - b. Supply air temp
 - c. Delta T
38. Go back outside (Take off shoe covers again)
39. Shut off unit at disconnect
40. Take off top and remove leaves, etc. from the bottom of the unit and replace top.
41. Inspect condenser coils and brush surface of coils clean with soft brush and then apply no-rinse coil cleaner, "back-wash" coil
42. Clear mulch, plants, etc. from unit base.
43. Clean out leaves, cobwebs, etc. from panel area
44. Test Capacitors and note if + or - 10% from rating on the side.
45. Inspect contactor for pitting on the contacts or chattering.
46. Check all electrical connections
47. Turn unit back on at disconnect.
48. At condensing control cabinet note the following on service invoice:
 - a. Compressor amp draw
 - b. Condenser fan amp draw
49. Close up the unit.
50. Wax unit with wipe on wax, or Armor-All
51. Note any items that need to be addressed, i.e.: new whip, pad, contactor, capacitors, time delays.
52. Note Model & Serial number of unit if not recorded in dispatch software
53. Make sure company sticker is attached in a visible location.
54. Start up unit and note the following readings on service invoice:
 55. Outdoor ambient temp
 56. Condenser discharge temp

57. If in doubt about system “charge” attach gauges at this point and use superheat method to determine if unit is charged properly. If unit needs refrigerant tell the customer. Let the customer know that there is a leak and a leak test should be performed (give them a copy of the “Low Refrigerant Notice” flier). Note this on service invoice. (Handle this like a service repair) **EXPLAIN CHARGES FOR FREON OR OTHER REPAIRS BEFORE DOING WORK**
58. Disconnect gauges and put everything back in the truck where it is supposed to go.
59. Fill out service record in software (paperwork or checklists) including any recommendations. (High static –fill out a/c report card, give customer fliers on any add-on they show interest in, old equipment – fill out Operating Cost Analysis).
60. Go back in house (put on shoe covers again)
61. **VERIFY OPERATION IN ALL MODES FOR CLIENT** Set the thermostat back where the customer would like it.
62. Go over your report with the customer including any recommendations. **GET APPROVAL WITH PRICING BEFORE MAKING REPAIRS**
63. Offer a full Peace of Mind (discount for any repairs) (schedule any follow up calls before leaving). Have them sign service record.
64. Collect and process payment all work completed must be paid at the time of the service.
65. Have the customer sign the service record and give them their copy.
66. Receive check, cash or credit card payment and record/process.
67. Ask the WOW question
68. Thank them and leave.
69. Leave door hangers on neighbor’s homes on both sides and across street

Residential Split System Gas Furnace Tune Up/Seasonal Service: A 37 Step Process

1. Ring doorbell, introduce yourself Hand customer your business card and company brochure. State you’re here to do their HP seasonal service as part of their Peace of Mind Membership.
2. Put on shoe covers when entering the home
3. Let the customer know that if you find any problems you will let them know. Let them know you will be asking if you “WOWD” them today when you complete your work.
4. Ask the customer if they have had any specific problems with the HP system. Also ask if there is anything else you can do for them today. Always make it a point to make observations of the entire home, water heater, insulation levels, plumbing pipes, bath fans, etc.

5. Verify system is working and if not, **STOP** immediately and let customer know situation, get permission for appropriate action before moving forward.
6. Ask to see the thermostat. (If more than 1 unit do 2nd floor 1st). Get it calling for Heating.
7. Ask client for filter and replace filter/s for client.
8. Ask to see indoor unit (air handler/furnace). Make note of fittings needed to blow out the line. Leave tools at air handler. (Put tools on plastic not on carpet or flooring)
9. Remove burner section door. Visually inspect heat exchanger, if there are any concerns, do whatever is needed to verify exchanger integrity) remove blower, use fluorescent leak product, use camera on scope)
10. Visually inspect burner compartment for signs of “spillage” this will look like rusty stains outside the burner compartment. If everything is okay proceed, if not call service manager.
11. While in front of furnace turn on switch and observe operation o, listen to components, watch flame patterns. When blower comes on pay attention to: flame patterns, roll out, color changes.
12. Feel around furnace and venting for excessive heat or leakage.
13. Call service manager immediately if there are any problems.
14. Record temperature rise in service software or checklist.
15. Turn off unit and verify proper shutdown, flame first, then inducer fan, then blower fan motor
16. Remove access panel and check all electrical components and connections
17. Inspect control board
18. Make note of model and serial number of the air handler/furnace/evaporator if not already recorded in dispatch software.
19. Make note of any other items that should be addressed: (ie: ducting, humidifiers, EAC’s, UV lights, programmable thermostats, reference the “Enhancements Guide”)
20. Close up air handler/coil/furnace and turn back on. Raise temperature more than 5 degrees above room temperature and verify that thermostat engages heat and that the heat comes on.
21. Make sure company sticker is attached in visible location.
22. Note the following readings in service record:
 - a. Return air temp
 - b. Supply air temp
 - c. Delta T
23. Turn unit back on at switch/disconnect.
24. Close up the unit.
25. Wax unit with wipe on wax, or Armor-All

26. Note any items that need to be addressed, i.e.: new whip, pad, contactor, capacitors, time delays.
27. Note Model & Serial number of unit if not recorded in dispatch software
28. Make sure company sticker is attached in a visible location.
29. VERIFY OPERATION IN ALL MODES FOR CLIENT Set the thermostat back where the customer would like it.
30. Go over your report with the customer including any recommendations. GET APPROVAL WITH PRICING BEFORE MAKING REPAIRS
31. Offer a full Peace of Mind (discount for any repairs) (schedule any follow up calls before leaving). Have them sign service record.
32. Collect and process payment all work completed must be paid at the time of the service.
33. Have the customer sign the service record and give them their copy.
34. Receive check, cash or credit card payment and record/process.
35. Ask the WOW question
36. Thank them and leave.
37. Leave door hangers on neighbor's homes on both sides and across street.

Anyone with property should really consider being a Peace of Mind Member. Seasonal maintenance is important to enable your systems to operate efficiently and to reduce the risk of system failure. However, properly performed seasonal maintenance does not and cannot ensure that your equipment will never fail. This is why a Peace of Mind Membership with House Call Company helps costs associated with both seasonal maintenance and the unforeseen failures that can occur regardless of maintenance. Saving money while maintaining your home is as good a reason as any to join the Peace of Mind Club!

