

- Know where all of the units in your heating and cooling system are located.
- Perform basic troubleshooting tactics.
- Check your air filter. A dirty air filter is a common cause of problems.
- Write down the model numbers of all your Carrier products.
- Be ready to explain clearly what symptoms or problems you've had.
- Know how long ago your problem began.
- Make sure the system is accessible by the dealer. If there is something blocking any of your products, please remove it.
- If your system's products are in an attic or crawl space, please make it easily accessible.
- Lock pets in a separate room so they don't get in the way or get hurt.
- Make sure there's an adult (18 or over) home 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 your home, 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.