

Furnace Tuneup Time

Getting many of your customers to tune up their furnaces annually is a chore. Out-of-sight, out-of-mind.

A furnace can run more than 3,000 hours per year in some parts of the country. This is equivalent to driving a car 210,000 miles at an average speed of 70 m.p.h. in only one year. Home and business owners never give this a second thought until someone notices ***“It’s getting cold in here”***.

Annual tune ups are recommended by most furnace manufacturers. The reason is that you can catch things that are going wrong before they impact upon your customers comfort, safety, or warranty.

These yearly visits will allow you to catch:

1. Plugged condensate drains,
2. Defective limit switches,
3. Plugged venting systems,
4. Blown regulators in gas valves,
5. Plugged heat exchangers,
6. Rusted or cracked heat exchangers,
7. Tight blower or inducer motor bearings,
8. Cracked fan belts,
9. Dirty main burners and/or pilots,
10. High resistance hot surface ignitors
11. Etc.

Catching problems on the annual tuneup may save your customer the time-and-one-half service call after they get home from work and notice they have no heat.

Let your customers know if your people are NATE certified, whether they are factory trained, whether you are licensed and insured, etc. These items build credibility and cause some customers to stay with you even when they see a competitor advertising tune ups for \$29.95.

Don’t overlook the opportunity to sell air treatment

products such as humidifiers, air cleaners, and upgrade the efficiency of their heating system with replacement. Fuel prices are escalating you know.

Your technicians have great credibility with most of your customers - they should never take advantage of their position of trust. Have them recommend a system replacement when it is in the customer’s best interest. A \$500 replacement blower with motor, for a 20 year old furnace is a bad investment for your customer. A new high efficiency system may be in the customer’s best interest by lowering operating costs, providing a long warranty, and preventing repairs in the near future.

Service contracts should also be offered on tune up and no heat service calls. Work your prices on these contracts so that there is a benefit to your customer to purchase while the technician is there. Many contractor’s customers get a liberal discount, for the contract period, should they need future repairs. The customer, the technician, and your company win when you offer service contracts.

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Current Training Schedule In Michigan:

www.behler-young.com/dealertraining.htm

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The check list on the following page was used by the author in his contracting business prior to his retirement. Feel free to use the form if it suits your needs, or better yet change it to more accurately reflect what you want your technicians to do for the health and safety of your customers and your company.

Tune Up Check List

Customer _____	Date _____
Address _____	City _____ State Zip _____
Phone _____	
Job Address _____	City _____ State Zip _____

Furnace

M/N _____
 S/N _____

✓ A N/A S

- Thermostat
- Gas leaks & check for carbon monoxide
- Lubricate lubricable bearings
- Blower wheel
- Fan belt
- Fan and limit switch
- Main burners
- Pilot & pilot safety
- Electrical connections
- Air Filter
- Spark Ignitor or hot surface ignitor
- Manual gas shut off at appliance
- Condensate drain
- All other safeties
- Venting system
- Inspect burners
- Combustion air
- Flue damper

Boilers

M/N _____
 S/N _____

- Thermostat
- Gas leaks & check for carbon monoxide
- Burners
- Relief valve
- Zone valves
- Lubricate lubricable bearings
- Low Water Cutoff
- Limit gas safety
- Pump relay
- Wiring connections
- Pump motor
- Steam vents (steam only)
- Manual gas shut off at appliance
- Backflow preventer
- Water leaks
- Venting system
- Inspect burners
- Combustion air
- Flue damper

Air Purifier

M/N _____
 S/N _____

✓ A N/A S

- Change media
- Test operation
- Clean cells

Humidifier

Tune Up \$ _____

M/N _____
 S/N _____

- Change pad (media)
- Humidistat & drain line
- Orifice
- Shut off valve
- Oil motor
- Water leaks

Water Heater

M/N _____
 S/N _____

- Relief valve
- Gas leaks & check for carbon monoxide
- Burners
- Pilot safety
- Venting system
- Inspect burners
- Combustion air
- Water leaks

Record Keeping

- Service sticker affixed or completed

Legend

- ✓** = Checked and O.K.
- A** = Needs attention (repair or cleaning)
- N/A** = Not Applicable
- S** = See Notes for additional information

Notes _____

