



## **Ideal Residential HVAC Service Call Procedure**

### **Go Green Heating & Air Conditioning: Your Trusted HVAC Partner**

We pride ourselves on exceptional service for our residential customers. Here's the process we follow to ensure each service call is smooth and successful:

#### **1. Pre-Service Communication:**

- Our technician calls the customer 30+ minutes before arrival to confirm the appointment and give an ETA. This helps the customer prepare and minimizes interruptions.

#### **2. Arrival and Initial Interaction:**

- Technician arrives, introduces themselves, and explains the reason for the visit.
- They address any immediate customer questions.

#### **3. Acknowledgement to Work:**

- The technician presents a service acknowledgment form outlining the work, estimated costs (if needed), and gets customer signature to proceed.

#### **4. System Evaluation:**

- Thorough inspection, diagnostics, and testing of the HVAC system.
- The technician may need access to indoor and outdoor units.

#### **5. Pre-Service System Check:**

- Technician asks permission to turn on the HVAC system for direct observation of its operation.

#### **6. Customer Consultation:**

- Discussion of the system's age, history, and recent issues.
- Technician asks about specific customer concerns (uneven temperatures, noises, etc.).

#### **7. Diagnostic Assessment:**

- Tests are done to find the root cause of the problem.
- Findings are explained to the customer in plain language, with solutions proposed.

## **8. Service Completion and Documentation:**

- The technician reviews the completed work and recommendations with the customer.
- A detailed service report is given, including work done, parts replaced, and future maintenance suggestions.

## **9. Follow-Up and Customer Satisfaction:**

- The team follows up to make sure everything is working well and to address any other needs.

## **10. Feedback and Continuous Improvement:**

- We value your feedback! Let us know how we did to help us continuously improve our service.

**Thank you for choosing Go Green Heating & Air Conditioning. We are committed to excellent service on every call.**

We value your trust in our services and are excited to continue serving you.

Sincerely,

**The Go Green Team**

<http://gogreenheating.com/>

