

# Installed Sales Program Specification Sheet

HVAC Tune-Up (Service & Repairs)

## I. Basic Repair Includes:

- Repairs of ALL brands
- Diagnosis of necessary repairs and workmanship to be included. (diagnosis fee required)
- List of necessary parts and labor needed to address repair needs
- One all-encompassing labor quote that includes parts/labor with a 120-day labor warranty

## II. Basic AC Tune-Up (Service) Includes:

- Service of all brands
- Tune-Up Service Fee set by local PROvider (set by unit or device)
- Complete Overall Operation Sequence Check for peak operating efficiency
- Inspect unit wiring and electrical connections
- Check and calibrate thermostat as required. Lubricate as needed
- Visually check and test capacitors for leaks / rust
- Replacement of air filter (supplied by customer)
- Check & record operating pressures and temperatures
- Check refrigerant level (when outside temp is <65 degrees)
- Check condenser motor bearings, lubricate non-sealed condenser motor bearing (where possible)
- Inspect contactor for pits or burns
- Tighten screw lug terminals in condensing unit
- Inspect any condensate drain pans and drain for proper operation
- Inspect & clean outdoor unit
- Inspect cooling system for unusual vibrations or loose parts
- Check & record Amp draw of condenser motor & compressor
- Clean condensate lines & check condensate pump (if equipped)
- Inspect blower motor & record Amp draw (lubricate as needed) & Inspect blower wheel
- Inspect indoor coil (if accessible)

## III. Basic Heater Tune-Up (Service) Includes:

- Service of all brands
- Tune-Up Service Fee set by local PROvider (set by unit or device)
- Inspect blower motor & record Amp draw (lubricate as needed) & Inspect blower wheel
- Complete Overall Operation Sequence Check for peak operation efficiency
- Check crankcase heater for proper operation
- Inspection of air filtration system.
- Check and calibrate thermostat as required. Lubricate as needed
- Replacement of air filter (supplied by customer)
- Inspect unit wiring and electrical connections (blower/furnace)
- Inspect gas lines & connections at furnace/boiler for leaks
- Check high limit control (adjust as needed)
- Inspect burner ignition system, assembly, and gas burners
- Check and adjust manifold gas pressure (if applicable)
- Check temperature rise across heat exchangers for overheating
- Inspect heat exchanger for sooting, corrosion, cracks & deformities
- Inspect gas valve for corrosion, leaks, restriction of gas flow
- Inspect furnace/boiler for unusual vibrations or loose parts
- Check carbon monoxide emission level or pass/fail
- Check defrost cycle & reversing valve operation (heat pumps only)
- Tighten screw lug terminals in condensing unit (heat pumps only)
- Check refrigerant level (heat pumps only)
- Check emergency heat systems for proper operation (heat pumps only)

## **V. Other Information:**

Additional fees may be required to bring units up to code

Customer is responsible to inform if property is governed by HOA and that the project is compliant with any regulations and covenants. Lowe's does not perform installations in homes classified as located in a historical district.

## **VI. Services Not Offered by Lowe's:**

Structural modifications

Special Notation: Residential service and repairs only. No commercial services.

Special Notation: We will not conduct service or repair work on a unit if, in the PROviders opinion, it would be unsafe or a violation of building codes. The PROvider is prohibited from doing the installation and must contact IME.

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