

Preventive Maintenance

Homeowner's Guide



PLUMBING
HEATING
COOLING
ELECTRICAL

Welcome

Welcome to your membership in TLC's Preventive Maintenance Plan. We are excited that you have joined our family! We look forward to helping you keep your home's comfort systems running smoothly for years to come.

Our Commitment to You

Here at TLC, we are committed to improving the quality of life for our customers and our community. We do this by providing exceptional service, doing the right things for the right reasons.

If you have any questions about your maintenance plan, please don't hesitate to contact us by email or phone.

We look forward to serving you!

Thank you,
Alfred Heras
Preventive Maintenance Manager
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Scheduling Visits

It's our goal to make scheduling your visits as easy as possible. That's why we proactively reach out to get you on the schedule. Here is what you can expect:

Spring & Fall Visits

Spring and fall are the busiest seasons of the year for HVAC companies. That's why you will receive an email and call to schedule your visit before the busy season starts. You can still schedule your spring or fall visit for the time you would like - right in the middle of busy season if you want! - you will just be on the schedule before other customers fill it in.

Plumbing, Drain & Electrical

Your plan includes an annual plumbing and electrical inspection. You also receive a sewer inspection if you have cleanouts. TLC will contact you to schedule these visits throughout the year. You are also free to schedule your plumbing and electrical visits at your convenience. Give us a call at 505-761-9696 or schedule online at tlcplumbing.com

Additional Repairs & Services

While your **Preventive Maintenance Plan** covers the maintenance services listed in the following pages, it does not cover repairs, service, or installations above and beyond this. If additional services, repairs, or installations are necessary, you will receive 10% off. Please reach out to us if you have any questions about what is covered and what is not covered by your PM plan.



Cooling Visits

REFRIGERATED AIR SYSTEM

- Inspect and clean air filter
- Clean indoor cabinet
- Inspect indoor coil
- Inspect condensate drain line and pan
- Inspect indoor fan motor
- Test and inspect capacitors
- Inspect electrical wiring
- Test system charge
- Record refrigerant pressures
- Record super heat and sub cooling data
- Visually inspect outdoor unit
- Inspect fan motor and compressor
- Inspect condenser coil
- Test and adjust thermostat
- Check Delta T

EVAPORATIVE COOLING SYSTEM

Spring Start Up

- Remove damper
- Clean cooler
- Clean distribution tube
- Replace pads, float and pump
- Oil motor and bearings
- Adjust belt and pulley
- Shutdown furnace

Fall Shutdown

- Install damper
- Drain cooler
- Disconnect water line
- Install cooler cover (if applicable)
- Remove furnace damper
- Check furnace operation
- Carbon monoxide test

Additional Plan Information:

- Float/pump replacement if needed.
- Standard cooler pads will be replaced annually with Aspen pads only.
- Mastercool/Aerocool pads are replaced every 4 years as part of the preventive maintenance plan. Pads replaced before that time are at an additional cost.
- Breezair/Convair pad replacement is not included in the PM Plan.
- Includes up to two filters per unit, per year.
- One preventive maintenance plan per home.
- Equipment must be in working condition or additional charges may apply.

HEATING SYSTEM

Gas Forced Air Furnace

- Inspect and clean air filter
- Clean indoor cabinet
- Conduct carbon monoxide test
- Inspect the heat exchanger
- Inspect condensate drain line and trap
- Inspect electrical wiring
- Test and inspect capacitor
- Inspect burners
- Inspect Flame sensor
- Ignition system
- Test and adjust thermostat
- Check Delta T
- Replace batteries (customer provided)

Boiler Radiant/Baseboard Heating

- Visually inspect boiler unit
- Inspect and exercise all system valves
- Inspect all zones, valves and actuators
- Inspect burners
- Flame sensor/Ignition system
- Inspect electrical wiring
- Pump operation
- Insure proper operation of auto vent damper
- Inspect auto fill unit
- Wipe down and clean indoor cabinet
- Conduct carbon monoxide test
- Inspect heat exchanger
- Inspect condensate drain line and trap



Additional Visits

Your Preventive Maintenance Plan includes an annual inspection of your home's electrical and plumbing systems.

ELECTRICAL INSPECTION

- Inspect main panel
- Tighten the main feeders
- Tighten all breaker lugs
- Test and record voltage
- Visual inspection of utility service to home
- Test all GFI outlets
- Identify and record wiring type
- Replace customer supplied light bulbs
- Thermal inspection of main breaker panel
- Test all smoke detectors and record MFD
- Locate and record additional panels and sub panel locations

Our skilled electricians will inspect your home's electrical panel, identifying potential hazards, test for proper voltage, check for outdated components, verify wire type, test GFI's, inspect smoke detectors and replace customer supplied light bulbs. With our thorough inspection, you'll have peace of mind knowing your electrical system is functioning properly.

PLUMBING INSPECTION

- Dye test for leaks
- Angle stop test
- Test incoming water pressure
- Inspect water heater
- Hot water test
- Identify age of current anode rod
- Water heater T&P valve
- Test incoming water
- Check all faucets, fixtures and hose bibs for leaks
- Identify and tag main house emergency shut off valves
- Test water softener (if applicable)

SEWER INSPECTION

As part of our services we include a sewer camera inspection to verify the integrity and condition of your drainage pipes. This service is included if your property has drain cleanouts to access your sewer line. Inspections through roof vents will incur an additional charge. If your property does not have cleanouts but you still want a sewer inspection, an additional fee will apply.



Frequently asked Questions

What services are covered by my Preventive Plan?

Your plan includes 4 annual visits: spring AC inspection, fall heating inspection, plumbing and electrical inspection. All additional visits – troubleshooting, repairs, installations – are not covered by your PMP. However, as a preventive plan member you receive 10% off any service or repair including installations.

Does my plan automatically renew?

Your Preventive Maintenance Plan does **not automatically** renew each year. You will receive renewal instructions through email and/or by mail prior to your plan expiration date. A TLC team member will then review your account with you and receive your permission to renew the agreement.

How do I know when it's time to renew my plan?

Prior to your plan expiration date, you will receive a notice by email and/or mail with renewal information and instructions. A TLC team member will then work with you to review your account and renew the agreement.

Why is a tankless/tank water heater flush not included in my plumbing inspection?

The annual plumbing inspection is not a service call, it is an inspection. The goal of these visits is to avoid emergency repairs by identifying potential problems before they become major issues. In the case of a water heater flush, this is a service that requires additional equipment, material, and time to perform. If you choose to have a water heater flush done, you will receive a 10% PMP member discount.

Why can't all services be done at the same time and by the same technician?

Most of your preventive service calls are seasonal and should be done in accordance with seasonal needs. For example, you don't want to have a heating inspection in summer. Although some visits may be scheduled at the same time for convenience, TLC's goal is to provide a licensed professional who is well-educated to the related trade and code requirements for each visit. For example, a licensed electrician should conduct your electrical inspection, while a licensed plumber should conduct your plumbing inspection. This ensures that you get the most out of each visit.



Frequently asked Questions

What parts are included in my swamp cooler start-up?

We include all the necessary parts for your swamp cooler start-up. This includes a new pump, float, belt, and standard swamp cooler pads.

The exception to this rule is if you have a Breezair®, Convair®, Mastercool®, or Aerocool® swamp cooler. These require specialized pads that only need to be replaced every 3 – 5 years. These pads are not included in your PMP plan.

Does my PMP cover the replacement of my CELdek® or ChillCel® pads?

No, CELdek® and ChillCel® pads are not covered by your PM plan. These pads are used in Breezair®, Convair®, Mastercool®, or Aerocool® swamp coolers and do not need to be replaced every year. When the time comes to replace them, they will need to be purchased at the time of service.

Do I really need plumbing and electrical inspections?

The plumbing and electrical inspections included in your PM plan are courtesy visits and come at no additional cost. The goal of these courtesy visits is to avoid emergency repairs by identifying potential problems before they become major issues.

Frequently asked Questions



Do the plumbing and electrical inspections include repairs?

Repairs or upgrades to plumbing and electrical systems are not included in your courtesy inspection. If you choose to make a repair or upgrade based on the findings of your courtesy inspection, you will receive a 10% PM plan member discount.

What type of air filters are included in my air conditioning start-up?

Changing the air filter in your AC system is one of the most important steps in your AC inspection and start-up. Your PM plan includes a standard filter per unit. If you prefer a specialized air filter, you are welcome to purchase it beforehand and ask our technician to install it for you at the time of service.

Does TLC offer discounts (SD, military) on the price?

TLC's PM plan is sold at the most discounted price possible. Because of this, it cannot be combined with additional discounts or offers.



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