

## MEMBER MAINTENANCE CALL GUIDE

“Good morning/afternoon, this is XXX with Cool Touch and I am calling to let you know that; “It’s time to schedule the safety inspection and maintenance on your home’s heating or air conditioning system. I have a Expert Technician in your area \_\_\_\_\_, which time would work best for you?”

“Thank you so much for being a valued member of our USA club membership program. Here at Cool Touch We know you have options in a home service company and we are grateful that you chose us.”

**Check customer notes before asking details about units to see if information is already in the system.**

- **“How many units are in your home?”**
- **What is the approximate age of each of your units?**
- **Where are the indoor units located?**
- **What type of Air Conditioning - heating do you have? (oil, gas, electric)**
- **Have you noticed any hot or cold spots in your home?**
- **Does your family suffer from any allergies or have you noticed any issues with dust or air quality?**
- **Do you have any accessories installed on your system that we should be aware of such as a specialty filter or UV light?”**

### AGE IS 10+ YEARS:

“Since your unit(s) are more than 10 years old, we do offer complimentary consultations on replacement if it is something you are already considering. It’s not automatic if your unit is still running smoothly, but we like to make sure you know that we are here for you!”

### YES TO ALLERGIES:

“When the technician is there, he will show you some options that could drastically improve the impact of your allergies while you’re in your home. Most people don’t realize that the air quality inside your home is 90% worse than outdoors because you don’t have the natural cleansing effects of rain and lightning.”

## **YES TO DUST:**

“When the technician is there, he will show you some options that can majorly improve the amounts of dust you deal with. Dust and allergens and pollutants get trapped inside your duct work and recirculate inside your home. There are definitely some solutions he can offer you.”

## **YES TO HOT/COLD SPOTS:**

“I’ll make sure to let the technician know to talk with you about those issues and present some possible solutions. Sometimes it is an easy fix and sometimes it is more complicated. But all our service experts are great at identifying the best option for you.”

“Thank you so much for taking the time to help us get you scheduled, our service expert will be out at (TIME & DAY) to help you with everything that you need to keep your unit running at top performance. If you have any questions from now until then please feel free to give us a call.”