

Tips & Tricks: Keeping Your HVAC Equipment Safe During A **WINTER STORM**

Absolute Friends,

If you are a Comfort Family Plan or Preventative Maintenance Agreement customer and you need assistance, our emergency line is available to you. To contact our emergency line please call: 860-666-4200 and press option 3.

During a major snowstorm, it is essential to monitor the snowfall outside of your home - the buildup can create issues with your HVAC system.

To keep your systems running safely and efficiently during a snowstorm, remember to:

1. Make sure that all vents leading to the outside of your home are clear of blockage to provide proper ventilation.
2. Make sure all outside heat pump and Mitsubishi Ductless units are cleaned off, and snow is shoveled away from and around the unit.
3. Continue to check and clear snow or ice buildup around vents and outdoor units throughout the storm.
4. If your power goes out, most HVAC systems ignite automatically with electricity.

Basic Troubleshooting tips:

- Check the outdoor heat pump or ductless unit [if applicable]. If it is not running, take a look at your circuit breaker or electrical panel in your home and make sure everything is in the ON position.
- Switch at the unit itself and at the “top of the stairs” is in the ON position
- Thermostat.....is it on? Does it have low batteries? Is it set to heat and is the temperature set above the room temperature?