

Every time a service call is made the vendor bills KPW. Unnecessary calls result in membership prices increasing to cover those costs. To keep membership fees low, please make sure your unit/appliance is broken. **KPW membership services do not cover instruction, misuse, abuse or preventative services.** Unnecessary calls will result in members being charged back for that call. We don't want to do it, and you don't want to pay it, but to be fair to all members, we can't provide free services that aren't covered by our agreement. We know you understand.

A/C- Heat - Not working:

1. Check the breakers.
2. Check your thermostat: Is it set correctly (heat vs cool?)? Is the fan set to on or auto?
3. Change your filter routinely – this keeps the unit from having to work harder, use more electricity or break down faster.

A/C – Heat - Not working – Power Surge/loss:

1. Turn off the unit at the thermostat.
2. Keep the unit off 30 minutes.
3. Reset your breaker.
4. Turn on the unit.
5. If still not working, schedule a service call.

A/C – Heat Unit - making noise:

1. Check to make sure your filter is properly installed. Sometimes they will rattle when the unit comes on or off if they aren't positioned correctly.
2. Are you hearing a beeping sound? Check your smoke and carbon monoxide detectors. Check to see if you left the refrigerator door open. (yes it has happened)

To make sure your membership benefits are honored, YOU must change your filters routinely at least every 90 days, preferably ever 45 days. It all depends on the amount of dust in your home or particles in the air. Check the filters frequently to make sure you change them when necessary.