

In the event of equipment failure, malfunction, or an emergency, please follow these steps:

Please call 508.865.2060. After hours 5:00pm - 8:00am

You will speak to our professional answering service who will dispatch your call to a scheduled on-call mechanic.

Please leave your name, your location, location of problem, phone number, and urgency of your business and your call will be returned promptly by a technician.

Give the location of the failure, malfunction or emergency as follows:

- 1) Building
- 2) Floor
- 3) Room
- 4) Specific equipment involved

Indicate the nature of the problem:

- 1) Overcooling
- 2) Overheating
- 3) Equipment not operating properly
- 4) Electrical/Control problem

Be most specific as to when an appointment can be scheduled for one of our mechanics to survey the conditions of the prevailing loss:

- 1) Next day
- 2) Within the week
- 3) Same day service
- 4) Emergency conditions

As you know, some projects have multiple locations, please specify which address you are placing a service call for, in order to save time and eliminate unnecessary problems.

Sincerely,

The Renaud Tech Team

Your best insurance against HVAC failure is equipment preventive maintenance. Preventive maintenance is essential for properly functioning air conditioning and heating elements. Regular preventive maintenance prevents extensive and costly repairs at a later date.

Renaud HVAC & CONTROLS, Inc.

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