

# New Braunfels AC Before-You-Call Checklist

Use this to gather the details that help an HVAC technician estimate, triage, and troubleshoot faster.

## Safety and urgency

- If you smell gas, see smoke, or the breaker trips again after one reset, stop troubleshooting and call for emergency service.
- If anyone in the home is medically heat-sensitive, mention that first when you call.
- Write down whether the system is completely off, blowing warm air, short-cycling, leaking water, iced over, or making unusual noise.

## System details to collect

- Thermostat setting, current room temperature, and whether the thermostat screen is powered.
- Outdoor unit brand, model number, approximate age, and any error lights or unusual sounds.
- Indoor air handler or furnace location: attic, closet, garage, or crawlspace.
- Filter size, filter condition, and date it was last changed.
- Recent work: maintenance, refrigerant recharge, capacitor replacement, thermostat change, or electrical work.

## Checks that are usually safe

- Confirm thermostat is set to COOL and at least 3 degrees below room temperature.
- Replace a clogged filter, then leave the system off if ice is visible on refrigerant lines or the indoor coil.
- Check the electrical panel once. Reset only one time if the breaker is tripped.
- Look outside to see whether the condenser fan is spinning while the system is calling for cooling.
- Clear leaves or grass clippings from around the outdoor condenser without opening the unit.

## Photos that help

- Thermostat screen showing mode and temperature.
- Outdoor unit data plate with model and serial number.
- Indoor unit, filter slot, visible ice, water around the unit, or the tripped breaker label.
- Any prior invoice or warranty document for the system.

### Call notes

Date/time: \_\_\_\_\_ Callback number: \_\_\_\_\_

Technician/company: \_\_\_\_\_ Earliest access: \_\_\_\_\_

