

HOME COMFORT SYSTEM PROCEDURES



Day of the Installation

What time will the technicians arrive?

Our installation technicians will typically leave the shop between 8 - 9 AM.

One of our customer service representatives will give you a call to let you know when to expect the technician.



Do I need to be at home while my comfort system is being installed?

During the installation, your home comfort system will not be operating, and it may become uncomfortable depending on the weather.

You may decide to run errands, or spend the day some place else, and that's perfectly okay.

Just communicate with your installation technician, or our office, so we'll know how to reach you when the installation is complete.

How long will the installation take?

A typical installation takes 6 - 10 hours.

This includes the time needed to remove existing equipment, install and test the new comfort system, and make any needed adjustments.



Will the technician show me how to operate my new comfort system?

After the installation, your technician will show you how to control your new comfort system, and explain any additional features it may have.

Day after the Installation

What should I expect the day after my comfort system installation?

The day after your system is installed, one of our customer service representatives will contact you to schedule an inspection.



Most municipalities will allow either a morning or afternoon scheduling. A legal adult must be present during the inspection.

After the inspection, a customer service representative will follow up with you to verify that the inspection was approved. If your inspection was not approved, we will contact you to explain why, and make every effort to fix any mistakes or code violations.

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Payment & Warranty

How do I pay for my new unit?

Before your technicians leave, they will have you sign off on the work order, and collect your final payment. We accept all major credit cards.

Alternatively, if you have financed your new comfort system, you will not be required to make payment until you receive your first bill from the finance company.

Does my comfort system come with a warranty?

Baxter Companies provides a 1-year labor warranty, and a 1-year Energy Savings Agreement with every comfort system we install.

We also register your new system with the manufacturer. This allows you to take advantage of any extended warranties, and a record is made of when your system was installed.



Questions?

If you have any questions at all before, during, or after your comfort system installation, don't hesitate to contact us! We're happy to answer any questions you may have.