

# 21 POINT INSPECTION

- 1 Clean evaporator coil
- 2 Clean condenser coil
- 3 Flush drain lines
- 4 Install drain tablets
- 5 Test and monitor refrigerant levels
- 6 Test and monitor capacitors
- 7 Check and tighten electrical connections
- 8 Test defrost cycle on heat pumps
- 9 Check safeties
- 10 Clean burners on furnace
- 11 Inspect flue pipe
- 12 Inspect duct system
- 13 Measure amp draw
- 14 Test backup electrical heat
- 15 Inspect primary and secondary drain pan
- 16 Inspect fan blades
- 17 Check thermostat operation
- 18 Check contactors for pitting
- 19 Clean return grilles and inspect supply
- 20 Inspect disconnect
- 21 Measure volts and amps

## WHAT IT MEANS

1. Chemically clean and brush the indoor coil
2. Removes dirt and debris from outdoor coil
3. Clears blockage from drain lines
4. Slowly disperses a chemical in drain
5. Check that freon levels are within manufactures specifications
6. Check that electrical property of capacitors are functioning properly
7. Tighten loose electrical connections
8. Test that unit's defrost setting is working
9. Inspect all safety controls on the unit
10. Clean debris and rust blocking gas train
11. Check the flue pipe for cracks and proper connections
12. Investigate duct work for damage
13. Ensures that amps are measuring within ideal range
14. Force unit into back-up heat to assess its functionality
15. Check pan for excess corrosion and ensure proper drainage
16. Inspect fan blades for damage and build-up
17. Ensures thermostat is working properly
18. Inspect contactor points for pitting and coil for proper resistance
19. Inspect and clean return grill
20. Tighten connections and inspect disconnect for deterioration
21. Test incoming power for proper voltage

## WHY IT'S IMPORTANT

1. Restores proper airflow
2. Allows for proper heat transfer and air flow
3. Reduces build-up that can clog drain line
4. Prevents calcium deposits and algae from clogging drain
5. Ensures that system is heating/cooling at optimal capacity
6. System failures and high utility bills are common when capacitors are out of range
7. Loose connections can overheat, causing major safety issues
8. Failure to operate in defrost will cause system to freeze up
9. Functioning safeties are essential for system function and personal safety
10. Ensures gas is burning efficiently and furnace firing off correctly
11. A leaking flue pipe will release dangerous carbon monoxide into the home
12. Air conditioning will leak into attic or crawl space if duct work is improperly sealed
13. High or low amperages indicate the system has an issue and will cause high utility bills
14. Provide supplemental heat during extreme weather
15. Reduces risk of drain pan overflow, which can cause major structural damage
16. Ensure optimal air flow
17. Ensures thermostat is communicating properly with equipment
18. Pitted contacts can interfere with voltage, causing system interruption
19. Dirty grilles result in poor air quality and air flow throughout the home
20. If disconnect is dysfunctional, it will interrupt power supply and cause safety hazards
21. Voltage drops will shorten unit lifespan and is a safety hazard



## BLUE RIBBON PROTECTION PLAN

**WHOLE-HOME  
PROTECTION FOR YOUR  
HOME AND YOUR WALLET**

# Why is Norfolk Air different from the rest?

Wouldn't it be great if your home had a MAINTENANCE REQUIRED ⚙️ light like your car? Until it does, let Norfolk Air help keep your home running smoothly. Unlike most other companies, we don't just INSPECT your system during a tune-up, we CORRECT it! That's right- all of the essential cleaning that helps keep your system running efficiently and safely is INCLUDED in our Blue Ribbon Protection Plan. Check out our 21-Point Glossary and see exactly how Norfolk Air cares for your home, and why it's important.

Because At Norfolk Air, we care!



## Why do you need Blue Ribbon Protection?

- REDUCED UTILITY COSTS
- MAXIMIZES EFFICIENCY
- EXTENDS THE LIFE OF EQUIPMENT
- LESS RISK OF UNTIMELY BREAKDOWNS

📞 757-241-8055

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## BLUE RIBBON PROTECTION PLAN

	FANTASTIC	BEST POPULAR	BETTER
MEMBERSHIP PERKS			
COST	\$39/MONTH \$468/YEAR	\$22/MONTH \$264/YEAR	\$15/MONTH \$180/YEAR
EACH ADDITIONAL SYSTEM	\$13/MONTH \$156/YEAR	\$7/MONTH \$84/YEAR	\$7/MONTH \$84/YEAR
VISITS PER YEAR	2 / YEAR	2 / YEAR	1 / YEAR
LABOR WARRANTY ON REPAIRS	2 YEAR	2 YEAR	1 YEAR
ANNUAL ACCRUAL TO NEW SYSTEM	\$75/YEAR	\$40/YEAR	\$20/YEAR
NO OVERTIME OR AFTERHOURS CHARGES	✓	✓	✓
15% OFF REPAIRS	✓	✓	✓
PRIORITY SCHEDULING	✓	✓	✓
21 POINT INSPECTION	✓	✓	✓
REDUCED SERVICE FEE	✓	✓	✓
BLOWER WHEEL CLEANING	✓	✗	✗
ANNUAL ELECTRICAL SERVICES	✓	✗	✗
ANNUAL PLUMBING SERVICES	✓	✗	✗
	Over \$2,000 value	Over \$1,600 value	Over \$1,400 value

\*Memberships not available for home warranty holders

### WHAT'S NEW?

NEED A WHOLE-HOME PLAN? WE'VE ADDED ELECTRICAL AND PLUMBING SERVICES TO THE FANTASTIC PLAN!

#### ELECTRICAL INSPECTIONS

- INSPECT ELECTRICAL PANEL
- CHECK AND TIGHTEN GROUNDING SYSTEM
- TEST SMOKE DETECTORS
- TEST GROUND FAULT RECEPTACLES

#### PLUMBING SERVICES

- INSPECT AND FLUSH WATER HEATER
- INSPECT OUTDOOR FAUCETS
- CLOCK WATER METER
- INSPECT TOILETS

### ALREADY HAVE AN HVAC COMPANY?

NO PROBLEM! PEACE OF MIND DOESN'T HAVE TO BREAK THE BANK. WE NOW OFFER SEPARATE PLUMBING AND ELECTRICAL PLANS DESIGNED TO FIT THE SPECIFIC NEEDS OF YOUR HOME OR BUSINESS FOR ONLY \$10/MONTH, PLUS MEMBERSHIP DISCOUNTS!

📞 Call For Details