

Phone Service Help Questionnaire

We can supply phone assistance with your heating hot water or steam boiler problems. I have 45 years of experience on residential steam and water boilers. If you want our service you must fill out this form, have the listed tools, and test equipment available when have the phone service.

My expertise is 20 years in the trade doing installations and service on all brands of residential boilers. Worked 25 years on a manufacturer technical service phone line along with 20 years of technical training on residential boiler installation and service.

Our first concern is safety for you and your home. If you want to use our service you must have mechanical aptitude and an understanding of electrical applications and be able to understand directions and know some of the common trade terms and control functions.

All of the service is done during a phone call and no jobsite visits and cannot see how the boiler, wiring, piping, and system are installed. If we feel you do not have the skills we reserve the right to terminate the call. We do not know your skills or understanding of heating or electrical systems and do not accept any responsibility for your actions.

While we cannot guarantee a resolution to your problem we are well experienced resolving problems over the phone.

Please sign and email this form back to us b schedule a phone appointment.

I am or I am not mechanically inclined

I accept full responsibility for any and all work and will not hold Comfort-Calc responsible for any damage to equipment or bodily injury. I understand the safety while working with electrical circuits and combustible fuels. While Comfort-Calc is experienced, I realize the decisions per phone conversations are dependent on my responses to questions and expect no financial refunds for parts or services.

By signing this form, I am in total agreement with the above statement. This form must be signed and returned to Comfort-Calc before any scheduling may be done.

Signature _____ Date _____

Complete the following form concerning your information and specific boiler and system information.

Your Information

Name _____

Address _____

City, State, Zip Code _____

Phone Number _____ **Email** _____

Boiler Information

Boiler Manufacturer _____

Boiler Model # _____

Boiler Ratings in Btu's _____

If a steam boiler what is the Sq. Ft. of steam rating _____

Has this system been worked on by another technician within the last 90 days? _____

Has there been a power failure prior to this boiler failure? _____

Has any parts been replaced within the last 30 days? _____

If yes, list the parts replaced below.

Please give a summary of your specific boiler or system problem.

Click here to email to Comfort-Calc

or _____ and email to
Comfort-Calc@usa.com

Tools required before we make phone contact;

Standard and Metric wrenches

Socket set - Standard and Metric

Screwdrivers - Common, phillips and star

Allen wrenches - Metric and Standard

Wire cutters

Tape measure or ruler

Volt Ohm Meter - To test AC and DC volts, Ohms and Continuity

If possible a gas manometer

We may ask for other tools dependent on the specific problem

When job is completed we may suggest a combustion test. You may need to bring someone in for this.