

Central Air Conditioner Tune-Up Specifications

We are offering a **rebate** to customers who have a participating contractor perform comprehensive tune-up services on their central air conditioner. Regular maintenance and tune-ups can help a system run more efficiently and last longer, and improve homeowner comfort.

Participation Requirements

Participating contractors must perform, at a minimum, the following test-in and test-out procedures and record the relevant information on the Central Air Conditioner Tune-Up Report. The protocol focuses on maximizing the thermodynamics capacity of the system and has the added benefit of identifying system improvements that are beyond the scope of regular maintenance. Work must be completed between April 1 and Sept. 30, 2025, and contractor must submit applications by Oct. 31, 2025.

Steps To Be Completed

1. Perform test-in procedure:
 - Drill access holes for a psychrometer to measure the conditions entering and leaving the coils, and install instruments. Let instruments stabilize while conducting the next test.
 - Drill access holes for static pressure or anemometer airflow measurements and take measurements.
 - Record airflow and psychrometric data.
 - Measure and record system wattage.
 - Calculate coil capacity
 - A. If coil capacity is $> 85\%$, perform maintenance procedures.
 - B. If coil capacity is $< 85\%$, perform maintenance procedures and make all possible airflow and charge adjustments to maximize the coil capacity and bring it to at least 85%.
 - Inspect filter, clean or replace standard filters
 - Clean condenser coil
 - Inspect evaporator coil, recommend cleaning as needed
 - Adjust airflow
 - Adjust refrigerant charge
 - Inspect electrical connections and wire
2. Measure and record system wattage again. (System wattage should change if airflow and charge are adjusted or if significantly dirty coils are cleaned.)
3. Record and calculate system efficiency for all units that were below 85% on the initial test-in procedure.

Customer Eligibility

Incentives are available for separately metered, single-family homes or multifamily dwellings that contain fewer than three individual units. Tune-up services for multiple pieces of equipment at the same address may qualify for multiple incentives. Available for **residential air conditioning** equipment only; **geothermal products do not qualify for this incentive**. The program is available to Consumers Energy residential electric customers only. **Only one rebate is available for each qualifying cooling unit serviced within the measure life, which is five years**. For example, a comprehensive cooling tune-up performed in 2020 is eligible for a rebate in 2025 (2020 + 5 (year measure life) = 2025).

Application Processing

Participating contractors are responsible for submitting rebate applications on behalf of their customers.

All program applications must be submitted online at **MyCEprogram.com**. Claims must be submitted for qualifying services provided during the season in which cooling equipment is in use (April 1–Sept. 30), and within 30 days after service is performed. Service work performed outside of these dates does not qualify. Funding for this program is limited and available on a first-come, first-served basis. Applications must be accompanied by a completed customer invoice and the Central Air Conditioner Tune-Up Report.

Mobile Application Tools

The program now offers a range of mobile apps to allow for easier and faster application submissions from the field. These tools are available for iOS 11 and above and Android 6.0 (Marshmallow) and above smart devices.

Benefits of mobile app submission include:

- Built-in calculators
- Step-by-step process with required fields to minimize missed information and the resulting flaws
- Forms and Terms and Conditions built right into the application
- Ability to obtain electronic customer signature and submit photos of supporting documents
- List of all pending and submitted jobs by contractor to help keep track of the status

Please email **consumershvac@icf.com** to have login credentials created, or contact your Account Manager to find out what mobile app tools would work best for you.