



# Improve Comfort and Efficiency.

And save on heating and cooling comprehensive tune-ups with **rebates of \$50 per unit serviced.**

**Consumers Energy**

*Count on Us®*

**Don't get stuck with a heating or cooling breakdown this season.** Schedule your Consumers Energy comprehensive tune-up now.

Many standard tune-ups don't detect potential issues that our comprehensive tune-ups can identify. Our qualified comprehensive tune-up contractors use advanced diagnostic tools to fully analyze your system. These tools help the contractor to identify issues that rob your system of efficiency or present potential health and safety issues. Performing these deep diagnostic checks takes more time and often costs a little more. That's why we are offering you a **\$50 rebate** to offset the extra cost.

## What's Different About a Comprehensive Tune-Up?

The average heating and cooling system operates more than 2,000 hours per year. If you drove your car at 65 mph, that would be equivalent to driving 130,000 miles. You wouldn't drive your car that far without maintenance, so don't "drive" your furnace or air conditioner without regular maintenance. The Consumers Energy comprehensive tune-up ensures your heating and cooling system is running at peak efficiency, operating safely and maintaining durability. The participating contractor will perform several advanced diagnostics to evaluate your system, make the necessary adjustments and bring it back to its peak performance.

The qualified contractor will calculate your system's effective efficiency, check for potential safety hazards and evaluate your system's overall health, helping you determine whether to continue to maintain or potentially replace an older system. All of the system checks noted in the right column of this overview will be performed by your qualified contractor.

The Consumers Energy comprehensive tune-up is recommended every two years for heating equipment and every five years for cooling equipment. Regular maintenance is important to your system's health and safety, and annual service checks are recommended.

Our qualified comprehensive tune-up contractors have gone through extensive technical training to ensure understanding of the comprehensive tune-up diagnostic requirements, and they will submit your application on your behalf. To find a qualified contractor, see the Where Do I Start? section on the following page.

## Why Get a Comprehensive Tune-Up?

- **Comfort.** Properly maintained heating and cooling equipment will last longer and provide a more comfortable home for you and your family.
- **Efficiency and safety.** Comprehensive tune-up services include complete maintenance of the equipment, as well as efficiency and safety adjustments.
- **Savings.** Your heating and cooling contractor will help you resolve any issues and make improvements to help save you energy and money.

## Heating Comprehensive Tune-Up Services

Your qualified contractor will perform the following value-added services during your diagnostic comprehensive tune-up:

- ✓ **Measure gas manifold pressure.** Without proper manifold pressure, the system will not burn gas efficiently.
- ✓ **Measure system airflow/water temperature rise.** Without proper airflow, the desired temperature change will not occur.
- ✓ **Inspect the system's electrical components** for wear, connectivity and proper operation.
- ✓ **Verify gas flow rate and temperature rise** for gas furnaces to ensure proper equipment operation and desired comfort levels.
- ✓ **Inspect and verify proper size and operation** of combustion venting (flue) systems.
- ✓ **Perform combustion analysis tests** before and after maintenance service.
- ✓ **Inspect and ensure proper operation** of all system controls.

## Cooling Comprehensive Tune-Up Services

Your qualified contractor will:

- ✓ **Inspect the system's filter.** Clean or replace standard filters, if needed (additional cost may apply).
- ✓ **Clean the outdoor condenser coil.**
- ✓ **Inspect the indoor evaporator coil.** Cleaning the coil may be recommended (additional cost may apply).
- ✓ **Adjust airflow and the system's refrigerant charge if necessary.**
- ✓ **Inspect the system's electrical connections and wiring.**
- ✓ **Calculate your system's effective efficiency.**

## Eligibility

Cooling comprehensive tune-up rebates are only offered seasonally, between April 1 and Sept. 30, by qualified tune-up contractors. Heating comprehensive tune-ups are offered year-round. Equipment must be serviced during this time period. Your qualified contractor can confirm active program dates before scheduling your comprehensive tune-up.

To qualify for rebates, your home must be a separately metered, single-family home (detached or attached) and receive natural gas or electric service from Consumers Energy. Participants applying for a cooling comprehensive tune-up rebate must be Consumers Energy residential electric customers. Participants applying for a heating comprehensive tune-up rebate must be Consumers Energy residential natural gas customers. This offer is not valid for new construction homes or commercial properties.

Your qualified contractor must be approved by the program prior to performing the comprehensive tune-up service and is required to submit the necessary documentation on your behalf within 30 days of performing the service. Financial incentives are limited to one \$50 rebate every two years for each natural gas-fired furnace or boiler and every five years for each central air conditioner in your home. Funding for this program is limited and available on a first-come, first-served basis.

## Our Commitment to Quality

Each element of the program is designed to provide you with the most comprehensive heating and cooling maintenance available. The program has been designed with standards based on the Air Conditioning Contractors of America's (ACCA) HVAC Quality Maintenance Standards.

These comprehensive tune-ups ensure your system is operating safely and at peak efficiency, helping you save on your energy bill and providing safety for your home.

## How Does It Work?

While regular maintenance and services are beneficial, the Consumers Energy Heating and Cooling Comprehensive Tune-Up program does much more than regular maintenance. Your participating heating and cooling comprehensive tune-up contractor will use state-of-the-art diagnostic tools to evaluate your furnace, boiler or central air conditioner, and then make adjustments to improve equipment operating conditions — maximizing efficiency and reliability, lowering energy use costs and extending the life of your system.

## Where Do I Start?

Requesting your comprehensive tune-up is as easy as 1, 2, 3:

1. **Select a qualified heating and cooling comprehensive tune-up contractor** from our list of participating contractors. To find a qualified heating or cooling comprehensive tune-up contractor, visit [ConsumersEnergy.com/contractor](https://ConsumersEnergy.com/contractor) and, in the **Services Provided** drop-down menu, select **Cooling or Heating Comprehensive Tune-Up**. You can also call [866-234-0445](tel:866-234-0445) for details.
2. **Schedule your comprehensive tune-up.** After completing your comprehensive tune-up, your contractor will submit your rebate application on your behalf.
3. **Receive your rebate** and enjoy the improved comfort and savings afforded by your tuned-up equipment.

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## Schedule Your Comprehensive Tune-Up Today!

To find a qualified heating or cooling comprehensive tune-up contractor, visit the website below, and in the **Services Provided** drop-down menu, select **Cooling or Heating Comprehensive Tune-Up**

[ConsumersEnergy.com/contractor](https://ConsumersEnergy.com/contractor)

Or, call [866-234-0445](tel:866-234-0445).

For other rebate program information, visit [ConsumersEnergy.com/myhome](https://ConsumersEnergy.com/myhome)

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# Did You Know?

- Even if your home feels comfortable, it may have unidentified heating and cooling system problems that can increase your energy costs.
- A heating or cooling comprehensive tune-up may pay for itself in energy savings alone, depending on the current condition of your equipment.
- Many manufacturers require maintenance to protect the validity of your equipment warranty.
- Proper system adjustments to manufacturer's specifications can reduce cooling energy use by an average of 10%.
- Refrigerant in your cooling equipment that is undercharged or overcharged can decrease system efficiency. About 70% of systems have an improper charge.
- Refrigerant in an air conditioner or heat pump should never need to be replaced. If refrigerant must be added, it is a sign there is a leak that needs to be repaired.
- Improperly operating natural gas furnaces can become a potential fire hazard. A dirty burner or cracked heat exchanger causes improper operation and can be a serious safety hazard.
- A heating or cooling comprehensive tune-up can identify and correct potential health and safety problems, giving you peace of mind.

