

Are You Ready?



Helpful Tips and Requests Before Starting Your Project

We are thankful and excited to start this project with you. This document contains general information and steps to take prior to the install date. Our intention is to facilitate a smooth operation and alleviate common homeowner anxieties in anticipation of the start date.

Not every tip may apply directly to your install, however it's very important that you take the time to read through the various preparation tips and project expectations that pertain to your installation.

If you have any questions regarding topics included below (or any other questions), please do not hesitate to give us a call at **360-260-9199**.

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Important Install Information

Duct Testing



For existing construction, the Duct Leak Test is a Washington State requirement in any home not previously tested. The required test is included in your Installation Bid and test results are advisory only. You may consider Duct Sealing if the test indicates excessive leakage. Unless stated in your proposal, Duct Sealing is not included and is a separate project cost.

Preparation and setup take approximately an hour and requires access to each supply and return register in your home. Please move any objects that would prevent

access to (lite-adhesive) taping over the registers.

All windows, doors, and attic/crawl space hatches must be closed. Please note, the actual pressure measurement only takes a few minutes, so people may enter/exit during the majority of our time on site.

Electrical Requirements

Disconnect and Reconnect

Except for the **City of Vancouver**, if your existing electrical wiring and protection meet current code and the length of wire to connect to the new unit is sufficient and intact, Smart Choice HVAC will complete the “disconnect/reconnect” at no additional charge (no electrical permit required).

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Important Install Information

The **City of Vancouver** jurisdiction requires a licensed electrician and associated permit for ALL electrical connections.

Except for the “disconnect/reconnect” allowance noted above, electrical work must be permitted, inspected and approved in all jurisdictions.



Older Homes

Current code may require modifications/additions to your existing electrical supply. Examples might be an upgraded external disconnect, adding an extended run of new wiring or installing a new circuit breaker panel. We will add a separate line item to your estimate for the electrical charges.

Coordination

For your convenience, we can coordinate the electrical work required to complete this process using our own electrical contractors and pay them this estimated amount directly. You would be responsible to pay our electrical contractor for any electrical costs that exceed this estimate.

(You may want to call for a free electrical estimate before any work is started to more accurately assess your specific needs.)

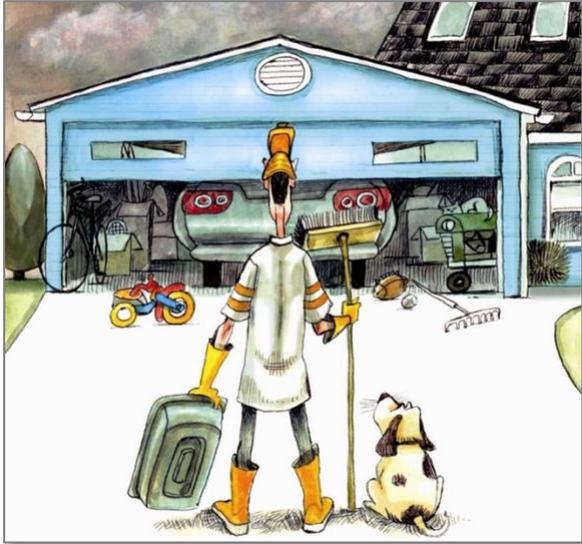
Electrical Inspection

You will receive a call from the electrical contractor in order to coordinate access for an inspector. The inspector will verify that all wiring and connections satisfy current codes.

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Important Install Information

Minimum Clearance for Installation



We need a **minimum** 36-inch clearance around the HVAC install area and a space for staging your new equipment and our install tools. During our estimate, we can help determine items that need to be moved. You are encouraged to move items ahead of time. We'll wait a reasonable time or reschedule if you need more time and/or additional help to move heavy objects.

Roof Penetrations

Smart Choice will provide and install the appropriate vent flashing; however, Smart Choice will not be liable for any damage as a result of water leaks. It will be necessary to contact a roofing contractor in order to properly seal any roof penetrations after the equipment has been installed. This item is not included in our estimate and is the customer's responsibility. We will gladly coordinate scheduling when asked to do so.



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Important Install Information

Crawl Space or Attic Access

Installation of your new system may require access to the crawl space or attic. The crawl space/attic access is often in a closet on the respective floor. If you are uncertain as to the access location, we can assist in finding it for you. If known, please have the appropriate area emptied out and accessible before the installation date.



Attic access may require the removal of boxes or items stored there. Please ensure items blocking safe passage are removed before installation date.

Our goal is to avoid any visible ceiling impact and/or insulation disruption when working in your attic for equipment installation, replacement, inspection, or repair.

Poor drywall workmanship during original construction or ongoing settling strains will increase the possibility of ceiling cracks and blemishes resulting from walking across trusses in the attic. The homeowner assumes all responsibility in the event any blemishes appear on the ceiling.

Prior to placing any equipment in your attic, we will install a code required 'safe walkway' as necessary and do our best to prevent any failures in the ceiling.

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Important Install Information

AC or Heat Pump Location



Outdoor units require a cleared path to the installation spot. Yard tools and equipment, or other obstructions need to be removed before the installers arrive. After the completion of the installation it is critical that the outdoor unit have a 36" area free of plants/vegetation that obstruct access, restrict airflow, or grow into the unit.

Plants/vegetation can cause damage to outdoor units, clog drains, and prevent access for service or maintenance.

Curious Children

It is a delight to interact with curious children taking an interest in the HVAC trade. However, it is generally unsafe to have children playing nearby and/or distracting installers at work. A technician's attention is on the task at hand and may not be aware of a curious visitor standing behind them. Please—for you and your children's safety, give them space to work.



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Important Install Information

Pets and Pet Waste



Our technicians will be in and out of your home with tools and equipment. Pets are generally quite friendly, and only rarely do we encounter an aggressive situation. All pets are curious and want to get up

close and personal. Pets need to be safely located out of the working areas. Cats must be secured so they do not have an opportunity to enter the crawl space. We certainly don't want to see your pet(s) escape. We will do our best to accommodate requests to watch out for pets but please consider placing them in a secure area.

Outdoor units are typically placed in backyards. Please inspect for pet waste **prior** to the arrival of the install crew.

Relocate litter boxes/pet beds, etc. that share the work-space.

Post install

It is highly advisable that the outdoor unit be surrounded by a barrier fence to prevent pets from urinating on and damaging the unit.



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Important Install Information

Drywall Penetrations or Openings

Installers occasionally require access to spaces behind drywall. Our technicians are highly trained in HVAC installation and strive to minimize wall disturbances. When a large opening is required, new framing, sheetrock, patching, trimming and painting is the homeowner's responsibility. Sealing of line-set/drain-line penetrations is included in your bid.

Occasionally, the attic access opening must be enlarged to accommodate the new equipment. A contractor will be needed to re-frame, re-trim and paint the new opening.

Foundation Penetrations

The ideal install location for furnaces and air handlers is in the garage. This location often requires access from the garage to the crawl space to run refrigerant lines and duct work. A 2.5-3" hole must be bored into the foundation



to pass refrigerant lines into the crawl space. Ductwork plenums require a much larger access and may require a 'concrete-cut' contractor. A large foundation cut is always a separate charge and will be included in our bid. Our technicians utilize an expanding foam to seal all small penetrations. The refrigerant lines typically exit

through a foundation vent. In the event a location is desired where no vent exists, a second foundation cut must be made and will result in an additional line item charge.

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Important Install Information

Crawl Space Safety and Evaluation

Unexpected problems may be identified in the crawl space. Water leaks are the most common. If your crawl space hatch is opened on the day of install to reveal significant amount of water, work must be halted and the problem remedied before continuing. A puddle or minor amount of moisture is not a concern.



Homes that experienced a severe evaporator freeze over, clogged condensate drain, or backed up furnace drain often find that water had absorbed into the ductwork in the crawl space. Water saturated ducting must be replaced. Failure to do so can lead to mold, poor air quality, high home humidity, poor airflow, and system failure.



Additionally, a common finding is unsupported ductwork laying on the ground in the crawl space. All ducts must be strapped up and off the ground to prevent moisture absorption.

Crawl space foundation vents are commonly found below grade due to adjacent build-up of bark-dust or soil. You should inspect each vent and have the ground cleared to ensure the vent is above grade. Otherwise, rainwater will enter the crawl space and lead to costly problems.

It is also advisable that all foundation vents are properly screened to keep pests from entering and potentially destroying ducts and insulation. Excessive animal waste or remains may result in work stoppage for technician safety.

Important Install Information

Smart Choice fully intends to provide an estimate with no surprise add-on costs. If unexpected issues arise, no charges will be added without first fully discussing the matter with the homeowner.

Additional repairs may not be possible at the time of the primary project. We will make every effort to accommodate, however, further scheduling may be required.

Pests and Vermin

A few mice are not going to bother our techs, however, anything not manageable with a Wasp Killer will halt work. Contact a local pest control to manage any pests/insects with a potential for injury to our technicians.



Safety

Safety is paramount on any project. Smart Choice mandates safety measures where applicable and holds a policy that every worker on site is responsible for voicing a safety concern. We invite homeowners into this circle of responsibility. If you see something that seems unsafe, please voice your concerns. No technician is going to be annoyed with you for spotting a problem before they did. They may be annoyed with themselves ... but grateful to you.

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Important Install Information

Filters and Annual Service

Filters remove pollen, allergens, dust, and dirt from the air and prevent them from contaminating the blower wheel, duct work, and. A 'rule of thumb' is one month per inch of thickness. If your filter is four-inches thick, replace it every four months. Every home is different, and some can go longer than others. Failure to replace the filter in a timely manner causes inefficiencies at best and may lead to a cracked heat exchanger or freeze-over of the evaporator. In the worst case, your new system can be destroyed by failing to replace a filter. It is your responsibility to replace the filter even if you have a Comfort Club Annual Maintenance Plan Agreement.



Annual maintenance is highly recommended. The longevity and efficiency of your system improves significantly with an annual inspection of all components.

[Smart Choice Annual Maintenance](#)

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Important Install Information

Company Info / Administrative Details

Committed to Excellence

As a family-owned business established in 1998, we are dedicated to providing trustworthy and quality service in the greater Clark County area. We bring together a winning combination of highly skilled technicians, superior products, and total commitment to excellence. Personalized attention and complete focus bring rewarding results. From a friendly voice on the phone to a quick turnaround on the most complex jobs, you can count on us to provide exactly what you need. Proudly, we are one of the local areas preferred heating and air conditioning contractors.

We are a Smart Choice for your installation, repair, and regular maintenance needs! Being family-owned, our work is our way of life. We desire to treat your home as we would our own. We measure our success by your satisfaction! As a Bryant Factory Authorized Dealer, we have met their strict criteria for technical expertise, business practices, and customer service dedication. New installations are protected by signing and retaining Bryant's 100% equipment satisfaction guarantee.

Value – Comfort – Performance – Satisfaction

We offer reliable equipment at a reasonable price and will match a lower bonafide estimate. When installing a new system (including ductwork), our goal is to produce an even temperature throughout your home within 2 degrees of your thermostat setting. In order to maintain your Parts Warranty, we register with the manufacturer for you and offer 2-year Complimentary Service and 1-year Complimentary Maintenance on your new equipment. We intend that you will be 100% satisfied with your Smart Choice Heating and Cooling experience.

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Important Install Information

Licensed, Bonded and Insured

Verification available for Smart Choice Heating and Cooling, Inc. through [Washington Labor & Industries](http://www.ini.wa.gov) (<http://www.ini.wa.gov>)

Work Specifications

All work is to be completed as specified in this proposal. Our installations meet factory specifications and comply with both national and local building codes. Items such as piping, electrical or structure (not related to our install) may need updating to current codes. Any unrelated (unspecified) code deficiencies noted during final inspection will be the responsibility of the homeowner or person requesting the work. Any modifications to our proposed scope of work will require a change order. Change orders will be executed in writing by Smart Choice Heating and Cooling...and associated costs must be approved by the Customer.

Inspections

All installation work performed by Smart Choice Heating and Cooling will require permitting and inspection through the respective jurisdiction to ensure work meets current codes. Upon completion, both mechanical and electrical inspections will be required. We make every effort to schedule them for the same day (Monday through Friday, 8-5). You or your representative **MUST BE PRESENT** and **AVAILABLE** for these inspections. Unfortunately, the arrival window is typically 'morning' or 'afternoon,' but we'll do our best to accommodate your schedule. The customer agrees to cover any penalty costs related to missing a scheduled inspection.

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Important Install Information

Final Thoughts

Our goal is to help you and make a minimal impact on your home and daily life, however a major project requires some level of patience and coordination. Technicians strive to work as efficiently as possible, yet restroom breaks may be necessary. If a restroom can be made available for use, it is appreciated and minimizes work stoppage.



Never feel shy about asking us to manage something that concerns you. If you spot something that needs correction, or appears left incomplete, please point it out. While our quality assurance inspections catch most concerns it is not insulting, frustrating, or impolite to point out something missed. Our goal is to complete the job to your full satisfaction.

We genuinely appreciate the trust you have placed in our team and hope you'll take the time to post a review. When our Dispatcher receives a "Job Complete" message, our system will automatically send a text requesting the kindness of a review. This will be followed by three gentle reminders via email. Reviews can be posted to NiceJob, Google, Facebook, Yelp, Yellow Pages or directly via email to contactus@smartchoicehvac.com.

We look forward to your project date and we are excited for you to experience the improvements to your home with a quality installation of your heating and cooling system.

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Important Install Information

Smart Choice Heating and Cooling

360-260-9199

Vancouver, Washington



Smart Choice Heating and Cooling proudly employs NATE Certified Technicians and Installers. We are a [Bryant Factory Authorized Dealer](#) and every employee is [Google Background Certified](#).

[About NATE Certified Technicians](#)

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