

Going With the Furnace Flow

To keep your customers cool when it comes to HVAC system issues, it's important to have knowledgeable staff. Troubleshooting can be a complex task for new staff or over the phone. Mark Barbero from Debbie Supply in New York keeps a version of the following gas furnace troubleshooting flowchart

available for his staff to refer to when a customer asks an HVAC question. The step-by-step format allows knowledgeable associates to help customers through their challenges and recommend the next step. Be sure to keep a list of certified HVAC professionals within reach if the issue is better left to a pro.



