

FACILITY MANAGER'S TOOL

8 QUESTIONS YOUR HVAC CONTRACTOR SHOULD ANSWER AFTER EVERY VISIT

If your contractor can't answer these, you're flying blind on your most critical infrastructure. Use this checklist after every service call — or hand it to your contractor before they leave.

- 1. Did you receive a written condition report — not just a verbal summary?**

A real contractor documents what they found, what they did, and what to watch. Verbal reports disappear. Written ones protect you when the next bill arrives.

ACCOUNTABILITY

2. Were before-and-after photos provided for any repair work?

Photos prove the work was done and establish a baseline for future visits. Without them, you can't dispute a return call or verify anything was actually replaced.

TRANSPARENCY

3. Were your refrigerant charge readings documented and provided to you?

Refrigerant is EPA-regulated. If your contractor adds refrigerant without documenting it, you have no record for compliance — and no idea if there's a leak developing.

COMPLIANCE

4. Did you receive a Red / Yellow / Green status rating for each system serviced?

Without a clear status rating, "everything looks fine" is just an opinion. A color-coded condition rating tells you exactly where you stand — and lets you plan, budget, and prioritize.

VISIBILITY

5. Were you given repair options — not just one "this is what it needs" answer?

Good contractors present Option A (repair), Option B (upgrade), and Option C (replace) with real pricing for each. One-option contractors are making decisions for you without your input.

CONTROL

6. Does your contractor provide an estimated remaining service life for aging equipment?

If you don't know when a 14-year-old condenser is likely to fail, you can't budget for it. Proactive life-cycle guidance is the difference between a contractor and a true partner.

PLANNING

7. If refrigerant was added, were you informed of the type, quantity, and current regulatory status?

R-22 is phased out and costs \$80-\$120/lb when available. If you're still on R-22 equipment, you need to know — and your contractor should be telling you your options, not just topping it off.

COMPLIANCE

8. Did your contractor identify any items that could cause a health, safety, or compliance violation?

USDA/FDA-regulated facilities need documented proof that refrigeration is maintained within compliance parameters. If your contractor isn't flagging these, you're carrying risk they should be managing for you.

COMPLIANCE

YOUR SCORE

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8

How to score: Check each box your contractor answered YES to.
 7-8 ✓ Strong contractor relationship | 4-6 △ Gaps worth addressing
 | 0-3 ✗ You're flying blind



WANT A FULL EQUIPMENT RISK SCORE?
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