Dear ………..

Thank you for your phone/email enquiry regarding maintenance on your existing equipment.

To provide you with a quick response, please confirm the following information:

|  |  |
| --- | --- |
| Full name |  |
| Full postal address |  |
| Contact phone number |  |
| Will there be parking facilities available? |  |
| What type of property do you have? E.g.   * Detached * Semidetached * Terraced * Flat * Office * Warehouse |  |
| What make are the AC units? |  |
| How many AC units do you have, and which rooms are they installed in? |  |
| Where are the outdoor unit(s) installed, and are they easily accessible? |  |
| When were the AC units last serviced? |  |
| Are there any current problems? |  |

We look forward to hearing back from you.