

# 2024 CoolSaver Contractor FAQ

## A/C Tune-ups and A/C Replacements

### How do I sign up to get started in the CoolSaver program?

- Complete the CoolSaver Contractor agreement; scan and email to [roel.garza@clearResult.com](mailto:roel.garza@clearResult.com)
- Order a CoolSaver toolkit for each tune-up tech or team you plan to send to training.
- Use the above email to let us know you have ordered your toolkit. We will send you some training materials to review.
- Let us know when you have received your toolkit and have completed review of your preliminary training materials. We will schedule training at your location.
- Submit your form for direct deposit of incentive payments.
- Submit a W-9 form.

### What incentives are available?

- The contractor receives incentives for approved tune-ups based on location & tonnage:

	Criteria	Incentive
Single Family		\$150
	1.5 – 2.5 tons	\$75
Multi-family	3 – 5 tons	\$150
	1.5 – 2.5 tons	\$100
Commercial	3 – 5 tons	\$150
	6 – 10 tons	\$185
	11 – 15 tons	\$210
	16 – 25 tons	\$350

- The contractor can offer tune-ups at no charge to grow his/her customer base or reward existing valued customers.
- Contractors receive incentives\* for qualified system replacements based on the table below.

Tons	SEER		
	16	17	18
1.5	\$120	\$180	\$240
2.0	\$160	\$240	\$320
2.5	\$200	\$300	\$400
3.0	\$240	\$360	\$480
3.5	\$280	\$420	\$560
4.0	\$320	\$480	\$640
5.0	\$400	\$600	\$800

\*an additional incentive is available for qualifying replacements of operating A/C systems

### **What certifications and tools do I need in order to perform tune-ups?**

- Each tech or tune-up team will need an iManifold kit and iPad or approved equivalent.
- Each tech must also have the standard tools of the trade, including recovery equipment and an accurate multimeter.
- Each tech must have EPA certification and applicable TDLR license for work performed.

### **How long does it take to perform a tune-up?**

- The tune-up will take approximately one to one and a half hours depending on field conditions and access to components. Tasks required include:
  - Clean condenser
  - Clean or replace air filter
  - Verify air flow and correct\*
  - Inspect and clean\* blower assembly
  - Inspect and clean\* evaporator coil
  - Inspect refrigerant charge and correct\*
- The system test results should reflect a well-tuned A/C system. Air flow should be 400 CFM/ton+/- 15% and capacity should be within ½ ton of nameplate.

### **What are the requirements to receive system replacement incentives?**

- Replace the system with AHRI matched evaporator and condenser.
- Perform a whole house Manual J load calculation.
- Complete a one-page data form.

### **How are customers referred to contractors?**

- Due to Texas requirements, AEP Texas may not solicit business from your customers.
- It is the contractor's responsibility to obtain residential customers from their existing customer base, their demand service customers or by marketing programs. CLEARResult can provide content for marketing materials, such as postcards, door hangers, yard signs and tri-fold brochures. We will also assist in home and garden shows or group presentations.
- The contractor must solicit business from commercial accounts. CLEARResult will assist with sales calls as time permits for larger accounts, including school districts and cities. Marketing content is available.

### **What are the costs to participate?**

- The contractor must purchase the CoolSaver iManifold toolkit.
- The program will furnish some marketing content and the contractor will pay for printing or any other costs, etc. to acquire customers.
- AEP Texas pays for the software, training and incentives. Comparable technician training can cost in excess of \$1,000 per tech.

\*if accessible and required

### **Is there an extra charge from CLEAResult for providing the marketing materials?**

- We will furnish some content and you pay for printing or any other costs, etc.

### **What type of equipment is eligible for tune-ups?**

- Existing equipment meets all of this criteria:
  - Up to 25 tons, 2 circuit or smaller
  - Split system or package DX, with ductwork
  - Equipment is at least one year old
  - A/C or heat pump
- Location meets either of these criteria:
  - Single-family residential or commercial
  - Apartments require prior approval (incentives vary depending on equipment size)

### **When can I start performing tune-ups?**

- A technician must meet program requirements and complete program-required training prior to performing tune-ups.
- Testing for the proper refrigerant charge will require outdoor temperatures above 75°F dry bulb and 56°F wet bulb. You need several hours of 75°F+ degree temperature each day and the building interior must be of adequate temperature to fully load the unit for testing. If in doubt, contact a program representative for confirmation.

### **How long does it take to receive incentive payments?**

- Incentives are typically paid for correctly completed and submitted tune-ups and replacements within two weeks of submittal into the program's database. Incentive payments can be mailed or direct deposited.

If you are ready to schedule your technician training or have further questions contact:  
[roel.garza@clearesult.com](mailto:roel.garza@clearesult.com) 956-342-4551 or [jovan.echavarria@clearesult.com](mailto:jovan.echavarria@clearesult.com) 956-638-5214