

Interview - Hot Tub - Not Heating

This is an example interview to walk through the issue of a Hot Tub not heating. Interviews are a great way to start the conversation with your customer and get to the root of the problem. They also help provide important information to your service tech so they are prepared before they start the job.

During the interview process you may find that the problem was as simple as a breaker being tripped. If that is the case, you can walk your customer through the solution without sending a service technician, which builds trust and creates a great customer experience.

› How old are Your filters?

Quick Responses: 6 months 1 year 18 months Don't Know

› Did you try your reset button on the heater?

Quick Responses: Yes No

› What is the current water temperature?

› Are there any lights flashing?

Quick Responses: Yes No

› Did you check to make sure both (2) breakers are on and not tripped?

Quick Responses: Yes No

› What does the control panel say?

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