

Condensate Drain After Maintenance

During today's service, we cleared or treated the drain as a part of your visit. Unfortunately, there are many factors that can cause it to clog again (sometimes quickly). Although we clean the drains and try to slow this process, we cannot control how quickly it clogs. It is the responsibility of the homeowner to check regularly to ensure drains continue to operate as designed.

What today's work did — and did not — do

A cooling system makes water, especially in the Georgia humidity. That water leaves through a condensate drain. Algae, sludge, dust, rust scale, and household debris collect in the line between visits. During our visit we can flush, vacuum, blow out, or treat the line so it is draining when we leave. However, we cannot keep the inside of that pipe sterile, and we cannot change humidity, dust, or runtime in the house after we leave.

How fast a drain clogs depends on weather, how long the system runs, dust and filter condition, biological growth in the pipe, and traps and low spots we do not replace on a typical visit (although if noticed, we will make the customer aware, and rectify if approved). Those conditions are in the home after we leave. **We cannot predict or control how soon the drain will clog again**, including within days or weeks of this visit.

Why a drain can clog again shortly after we just serviced it

- **Growth starts over the same day.** Flushing removes the clog we can reach. A film of algae and bacteria stays on the pipe wall. Warm condensate and dark PVC can grow a new restriction fast in Georgia humidity.
- **The line is older than today's visit.** Maintenance does not replace the pipe. Scale, rust from a metal fitting, sagged PVC, a dirty trap, or a termination in mulch will begin to create debris again as soon as water is moving.
- **The coil keeps making water.** After we leave, every cooling cycle sends more condensate through the same line and continues to clean a just treated coil. A tablet or treatment we left will dissolve. When it is gone, protection drops.
- **Dust and a dirty filter feed the pan.** Fibers from a loaded filter, pet hair, and household dust wash into the drain with the water. That load was not all sitting in the line when we cleared it.
- **A clear line at 2 p.m. may not be a clear line tomorrow.** The first stretch of hot, humid runtime after a tune-up is when loosened sludge moves and stacks at an elbow. It is common for a drain to run at the time of the maintenance and restrict after several days of continuous cooling.

Your responsibility — check that it is still draining

Homeowners are responsible for the checks between visits. Look at the outdoor drain termination (or the condensate pump discharge) while the system is cooling — especially the first week after this service and any time the weather turns hot and humid. You should see water leaving. If you do not, or you see water at the indoor unit, rust stains, or a musty smell at the air handler, shut the system off and call us. Do not keep running a unit that is not draining. Glance at the drain when you change the filter. A clog caught early is a service call. A clog that overflows overnight can be water damage.

Safety switches — present or checked, not guaranteed

Where the system has overflow / float safety switches, we install, inspect, or test them as the job allows. Those switches are manufactured parts. Just like all manufactured parts they can fail even when installed and tested correctly: the float can stick, sludge can foul the switch, a contact can weld or open, wiring or a board can fail, or the device can simply stop working. A safety switch is a backup. It is not a promise that water will never leave the pan after a service/maintenance visit.

We are not responsible for manufacturer part failure, including failure of a float switch, condensate pump, pan, or related control, whether that part was supplied by us or by the equipment maker. Warranty on those parts, if any, is the manufacturer's warranty. We are not responsible for water damage, mold, or other loss because a drain clogged after maintenance, a safety switch did not stop the system, or a manufactured part failed.

Important. Clearing a drain today does not keep it open until the next tune-up. A working safety switch reduces risk. It does not eliminate it. Regular drain checks by the homeowner, filter changes, and asking for drain service between visits if the house stays wet or dusty may still be necessary. This notice does not expand any labor warranty on today's ticket.

This notice does not replace your invoice terms, a maintenance agreement, or the manufacturer's written warranty. We will be glad to quote a drain treatment plan, a pump, an auxiliary pan, extra switches, or more frequent drain service if you are interested.