Keys Duct Cleaning Contractor Service Guide

AIR DUCT CLEANING

Process

We use a HyperVac vacuum system with a HEPA filter to create negative pressure throughout the ductwork, safely removing dust and debris from your home's air system. We connect to the main trunk by making a small, professionally approved access hole (8-12 inches), which we securely seal after cleaning.

Next, our technicians clean each air register using an air whip, which gently loosens dust and pushes it toward the vacuum. We repeat this process for every supply and return vent, ensuring the entire system is thoroughly cleaned.

Supplemental Information (if needed):

- Sometimes, technicians may need to drill a 1-inch hole in the ductwork to insert the air whip for hard-to-reach areas.
    - This allows us to loosen dust in tight sections of the ducts.
    - After the process, these small holes are sealed using a cap plug to ensure the system remains airtight.
- Supply registers will remain in place, as a micro-whip allows for effective cleaning through the vent covers.
- Return vent covers will be removed as part of the cleaning process.
- If vent covers have been painted over, we cannot be held liable for paint damage.

Recommended Cleaning Frequency:

- Standard: Every 3–5 years.
- Sooner if the home has:
    - Pets (hair/dander)
    - Allergies or asthma concerns
    - Recent construction or remodeling

Tip for contractor: Use this to explain to customers why frequency may vary depending on their home conditions.

Protecting Your Home:
We take care to keep your home clean. Technicians use protective booties (UPON REQUEST) and lay down tarps while moving equipment.

Equipment & Notes:

HyperVac Vacuum: Portable, high airflow, captures debris efficiently.

HEPA Filter: Traps fine particles (dust mites, pollen). Reduces allergy/asthma triggers.
Access Hole Cover: Use 12x12 metal plate, screw in place, seal with UL metal tape. Hole can be reused for future cleanings.

Time to Complete the Service:

Number of Systems	Hours to Complete Service
1 System	1 to 3 hours to complete service
2 Systems	3 to 6 hours to complete service
3 Systems	6 to 8 hours to complete service
4+ Systems	Please call office

Preparing for Air Duct Cleaning:

To ensure a smooth and efficient service, please move any furniture or personal items at least 2-3 feet away from:

- The air handler (furnace or heat pump)
- All supply and return vents

This will provide our technicians with safe and clear access to all necessary areas.

DRYER VENT CLEANING

Process:

1. Disconnect the flexible hose from the dryer.
2. Clean the entire length of the vent from interior to exterior.
3. Ensure all lint and debris are removed to improve dryer efficiency and safety.

Restrictions / Limitations:

- Exterior vent must terminate within 25 ft of the ground.
    - We do not service vents above the 2nd floor.
- Roof-vented exhausts can only be cleaned if there is attic access.
- **Stacked washer/dryer units:**
    - Serviceable only if not located inside a closet.
    - Must have clear and visible access behind the dryer so it can be pulled forward to reach the vent hose.
    - Units with a drain pan can only be serviced if there is an access panel between the washer and dryer to reach the hose.

Tip for contractors: Always check location and access before quoting to ensure the job can be completed safely and efficiently.

Recommended Cleaning Frequency:

- Standard: Every 1-2 years for optimal dryer efficiency and fire safety.
- Service Sooner If:
    - Heavy dryer use (large households, frequent loads).
    - Pets that shed hair/dander.
    - Dryer is in a confined space where lint accumulates faster.
    - Longer drying times or excessive heat are noticed.

Tip for contractors: Use this guideline to set customer expectations and determine service frequency during estimates.

Time to Complete the Service:

Number of Dryers	Hours to Complete Service
1 Dryer	30 minutes to 1.5 hours
2 Dryers	1 hour to 3 hours
3 Dryers	1.5 hours to 3+ hours. Please call office.

Preparing for Dryer Vent Cleaning:

- Advise the customer to clear space around the dryer so the unit can be safely pulled forward.
- Ensure no obstacles (boxes, laundry baskets, furniture, or other items) are in front or around the dryer.
- For stacked units, verify that there is clear and visible access behind the dryer to reach the vent hose.
- Confirm that any closet doors or panels can be opened fully if the dryer is in a confined space.

Tip for contractors: Communicating these requirements to the customer in advance helps prevent delays and ensures the job can be completed safely and efficiently.

AEROSEAL

What is Aeroseal?

Aeroseal is a duct-sealing technology that seals leaks from the inside of the ductwork, improving airflow, energy efficiency, and indoor air quality. It uses a safe, non-toxic sealant that adheres only to leaks and stops air loss without needing to open walls or ceilings.

Step-by-Step Process:

1. Pre-Inspection & Preparation
    - Assess duct condition: Technicians check if the ducts have been cleaned in the past 6 months.

    - If not, a duct cleaning is recommended first to ensure proper adhesion of the sealant.
- Perform a thorough assessment of the system, looking for:
    - Major leaks
    - Disconnected duct sections
    - Excessive debris or dust
- Inform the customer about temporary access needs, such as moving items near vents or returning to the home after the service.

2. Cutting Access Holes
    - To inject the sealant, technicians may need to cut access holes in the main trunk line, typically 10-12 inches in diameter.
    - These holes allow proper placement of the Aeroseal injection hose and ensure even distribution of the sealant. They also allow us to protect HVAC equipment.
    - Access holes are sealed after the process with a metal plate and UL-rated tape to ensure the system is airtight.

3. System Setup
    - Seal all supply and return registers temporarily using covers.
    - Connect Aeroseal injection machine to the duct system at the main trunk.
    - Pressurize the system slightly to detect leaks.

4. Aeroseal Injection
    - Inject Aeroseal sealant into the duct system.
    - Tiny particles float through the ducts and automatically stick to leaks, gradually building a seal.
    - The machine monitors leakage in real-time and adjusts the amount of sealant as needed.
    - The process continues until a measurable improvement in duct tightness is achieved (commonly reducing 50-90% of leaks).

5. Post-Seal Inspection
    - Remove temporary register covers.
    - Check airflow and ensure the system is operating correctly.
    - Discuss the results with the customer.

6. Cleanup & Customer Guidance
    - Wipe any minor overspray around registers.
    - Explain to the customer that the sealant cures inside the ducts and is safe.

Contractor Talking Points for Customers:

- Aeroseal seals leaks from inside, so no walls, ceilings, or ducts need to be opened.
- Safe and non-toxic, approved for residential use.
- Improves energy efficiency, reduces heating/cooling costs, and enhances indoor air quality.
- Works on both supply and return ducts.

- Typical results: 50–90% reduction in duct leakage, depending on the system.
- Can seal leaks up to a 5/8” hole, including gaps around joints, seams, and connections.
- Duct cleaning may be required first if the system hasn’t been cleaned in the last 6 months.
- Small access holes (10–12 inches) are needed in the main trunk for injection; these are sealed after the process.

Pre-Service Preparation for Customers:

- Clear space around registers, furnace or air handler and main ducts for easy access.
- Ensure pets and children, and pregnant women are away from work areas.
- Remove any fragile items near vents.

Time to Complete the Service:

- Total time: typically 8-10 hours, depending on system size and condition.
- Only one system can be completed per day.