

Memphis Air Care

MECHANICAL & REFRIGERATION

HOW-TO GUIDE • 2026

how it works

booking, photos & live video walkthroughs

RESIDENTIAL HOME SERVICES • MEMPHIS METRO & DESOTO COUNTY

Duct cleaning. HVAC repair & replacement. Maintenance plans.

Memphis metro & DeSoto County. Licensed crew, flat-rate prices in writing — book an arrival window online in under a minute.

Book online • under 1 minute

BBB A+ since 2015

Licensed MS & TN

4.6★ reviews

homes.memphisair.co



scan to start

homes.memphisair.co

Schedule online, upload photos of your equipment, or show us the unit on a live video call — all from your phone.

TALK TO A REAL PERSON

901-365-2848

Mon-Fri 8 AM-5 PM • Sat by appointment

LICENSED & ACCREDITED

Mississippi & Tennessee • BBB A+

what's inside

A short, practical guide to booking with Memphis Air Care Home Services: how to schedule online, how to show us your equipment before we arrive, and what happens after you tap **Book it**. Every page carries a QR code — point your phone camera at it to open that part of the site.

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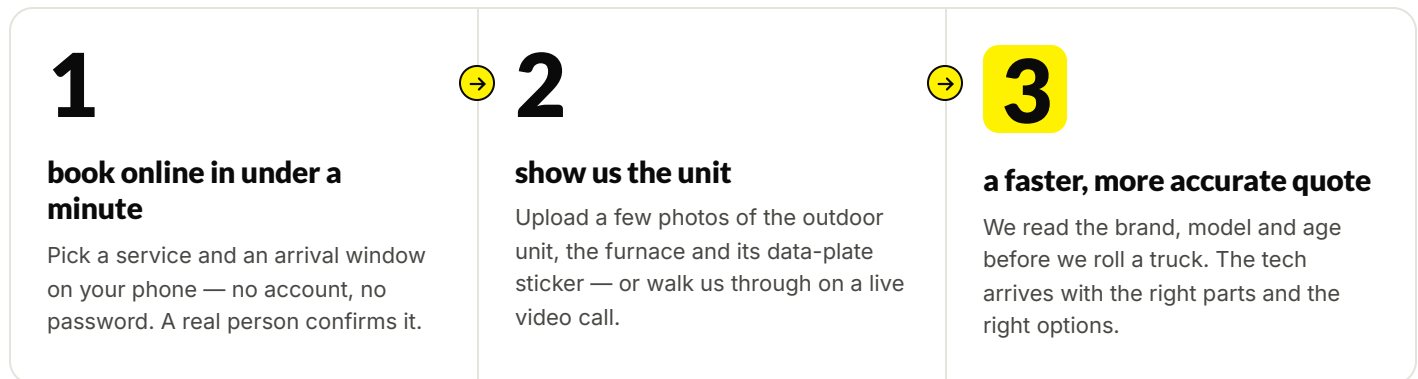
■ THE QR CODES IN THIS GUIDE

 Schedule online homes.memphisair.co/book	 Your home portal homes.memphisair.co/portal	 Upload photos homes.memphisair.co/portal/photos
 Live video walkthrough homes.memphisair.co/video-walkthrough	 Comfort Club plans homes.memphisair.co/plans	 Video + this guide homes.memphisair.co/how-it-works



book it. show us. we arrive ready.

Most HVAC visits start with a phone call and a guess. Ours start with a look at your actual equipment — so the quote is more accurate and the technician brings the right parts the first time.



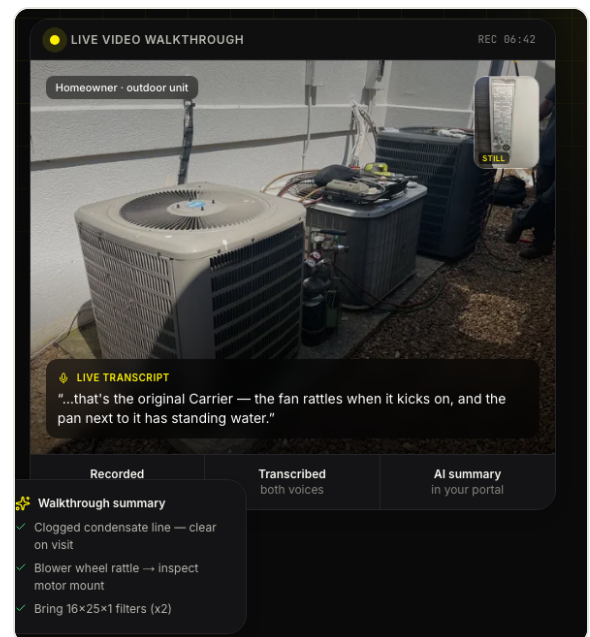
WHY HOMEOWNERS LIKE IT

- ### No waiting on a truck roll

A lot of questions get answered from a photo or a ten-minute call — before anyone drives out.
- ### Troubleshooting in real time

On a live walkthrough the advisor sees what you see — the noise, the ice, the puddle — and can point you to the filter or the switch on the spot.
- ### A written summary in your portal

Every call is recorded and transcribed, and you get a plain-English write-up: what we saw, what we recommend, what happens next.



homes.memphisair.co • a live walkthrough: the homeowner's camera, a live transcript, and the summary the office writes up afterwards.

what you need

Your phone, your ZIP code, and about a minute. For a video walkthrough, allow camera + microphone and find good light.

who confirms

A real person in the Southaven office reviews every request and confirms your arrival window — by phone or text, your choice.

what it costs to ask

Booking, photo uploads and the video walkthrough are part of how we do business for homeowners who book with us. Any work is quoted flat-rate, in writing, before it starts.



homes.memphisair.co
SCAN • HOME SERVICES

schedule online, step by step

Tap **Schedule online** anywhere on homes.memphisair.co — or scan the code at the bottom of this page. Five short screens; most people finish in about a minute. Nothing is charged online.

1 location

ZIP CHECK

- Enter your ZIP code. We confirm right away that we serve your area — Memphis metro and DeSoto County.
- Outside the area? The screen says so and offers **Call us now**.

2 service

WHAT & HOW OLD

- Pick a **category**: Air Duct Cleaning, Heating & Cooling, or a Maintenance Plan.
- Tell us the **approximate age** of the system and whether it is **currently working**. “Not sure” is a perfectly good answer.
- Choose **Repair**, **New system / replace**, **Tune-up** or **Other / not sure**.

3 schedule

ARRIVAL WINDOW

- First available** shows the next open windows; **All appointments** lets you pick a day that suits you. Times are Central.
- Windows are half-days — morning or afternoon — and a real person confirms the exact slot.
- No cooling / no heat?** Choose **As soon as possible — please call me**; those go to the top of the board.



scan to schedule online

homes.memphisair.co/book

Or tap **Schedule online** on any page of the site. Works on any phone — no app to install.

GOOD TO KNOW

- You can go **Back** at any step — nothing is sent until you tap **Book** it on the last screen.
- Booking through the site is free; there is no deposit and no card on file.
- Prefer to talk? **901-365-2848** — the same people who confirm online requests answer the phone.



homes.memphisair.co/book
SCAN • SCHEDULE ONLINE

contact, extras — then book it.

The last two screens: how to reach you, and — the part that saves the most time — whether you'll **show us the unit** before the visit.

4 contact

HOW WE REACH YOU

- **Name, email, mobile** and the **service address** (street, city, state, ZIP).
- Your email is where the confirmation and your private **portal sign-in link** go. Your mobile is for the arrival-window confirmation and the technician's ETA.
- We never sell or share your details. Reply STOP to any text to opt out.

■ WHEN YOU TAP BOOK IT

- ✓ You see a confirmation screen with your request number.
- ✓ An email arrives with the details and a **single-use sign-in link** to your home portal.
- ✓ The office is notified and a **real person confirms** your window.
- ✓ If you ticked photos or a walkthrough, the portal is ready for them right away.

5 additional

NOTES · SHOW US THE UNIT

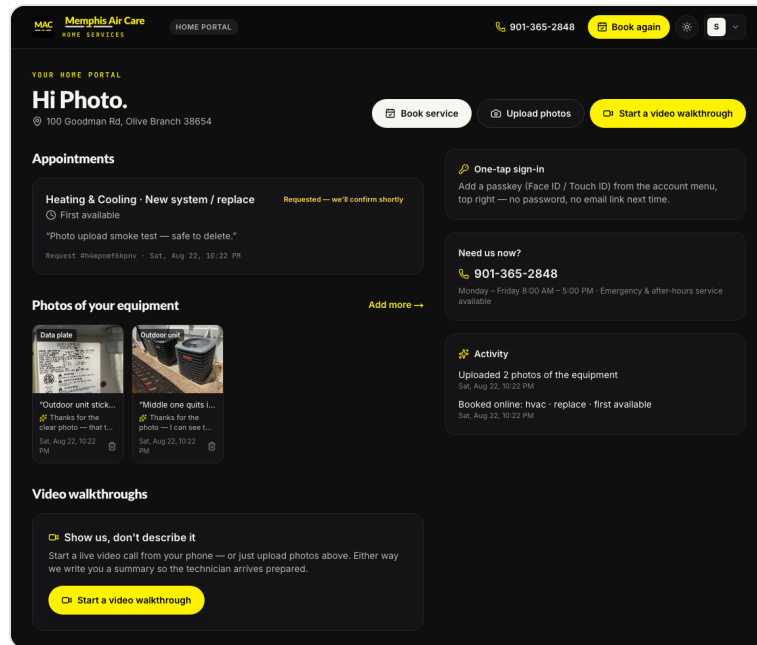
- **Notes for the technician:** gate code, which rooms aren't comfortable, what you're hearing or smelling, pets, best time to call.
- **Show us the unit (optional)** — tick one or both: **I'll upload photos** and **Live video walkthrough before the visit**. Either way, the tech arrives with the right parts and options.
- Check **Text me appointment reminders** to get the ETA on the day.
- Review **Your request** at the bottom, then tap **Book it**.



homes.memphisair.co/book
SCAN · SCHEDULE ONLINE

your home portal

Everything about your home's equipment and visits, in one private place. No password to remember: sign in with a link we email you, or one tap with a passkey (Face ID / Touch ID).



homes.memphisair.co/portal · appointments, photos of your equipment, video walkthroughs and activity — plus one-tap passkey sign-in and the office number.

SIGNING IN

- **Just booked?** You are already signed in on that device, and the confirmation email has a single-use link for any other device.
- **Coming back?** Enter the email you booked with and we email you a fresh link. Links expire and work once.
- **Want one tap?** Choose **Add passkey** in the portal. Next time, Face ID or Touch ID signs you in — no email to wait for.

PRIVATE BY DESIGN

- Only you and the Memphis Air Care office can see your photos, recordings and summaries. Nothing is public.
- Booking again? We send a sign-in link rather than signing you in automatically — so nobody can open your history by typing your email.
- Ask us to delete any photo or recording at any time.



scan to open your portal

homes.memphisair.co/portal

Use the email you booked with. Bookmark it on your phone — or add a passkey for one-tap sign-in.

NEED US NOW?

The portal is for before and after the visit. Leaking, smoking, no heat or no cooling? Call **901-365-2848** — Mon-Fri 8 AM-5 PM; emergency and after-hours service available.

WHAT'S IN IT

appointments

Each request with its service, window and status — “requested”, “confirmed”, then the technician assigned.

photos of your equipment

Your uploads, each with a note from the office on what we read from it.

video walkthroughs

Start or join a live call; afterwards the recording, transcript and written summary live here.

activity

A timeline of everything that happened — booked, photos added, window confirmed, summary ready.



homes.memphisair.co/portal

SCAN · YOUR HOME PORTAL

upload photos of the unit

Photos work just as well as a video call for a lot of visits — especially the data-plate sticker. Upload a few from your phone and we read them before the truck leaves the shop.

WHICH PHOTOS HELP

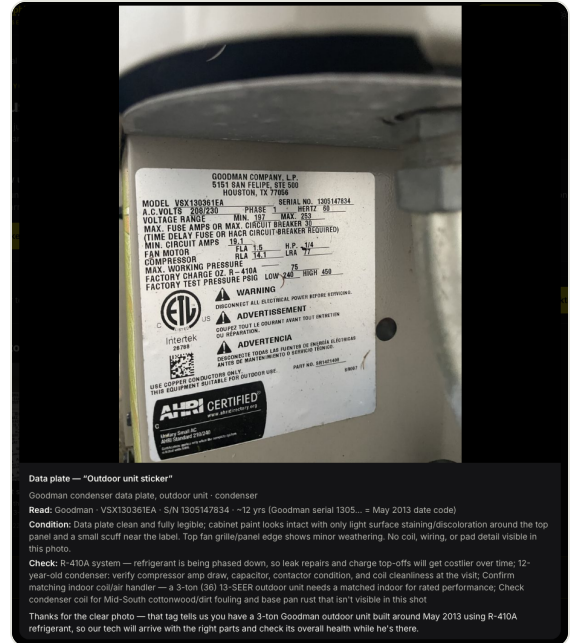
- 1 Outdoor unit**
The whole condenser, from a few steps back — we want the cabinet, the pad and the line set.
- 2 Indoor unit / furnace**
Closet, attic or garage — door open if you can, so we see the blower and the drain.
- 3 Data-plate sticker**
The label with MODEL and SERIAL — on the outdoor unit's side panel and inside the furnace door. The single most useful photo.
- 4 Thermostat**
Screen on, showing the current setting and reading.
- 5 Ducts & vents**
Any vent that whistles, sweats, or never blows — and the return grille.

HOW TO TAKE THEM

- ✓ **Light first.** Daylight outdoors; flashlight on for attics and closets.
- ✓ **Straight on, not at an angle** — labels are easier to read without glare.
- ✓ **Get close on the plate.** Fill the frame with the sticker; tap to focus; take two.

WHAT THE AI READ DOES

Each photo is read automatically for **brand, model, serial, approximate age and visible condition**, and tagged (outdoor unit, data plate, furnace, thermostat, vent). The office sees the read next to your photo on your request, checks it, and the technician arrives knowing what's on the pad — filters, refrigerant type, likely parts. The read also feeds your video-walkthrough summary if you do both.



portal · photo detail · a Goodman condenser plate and what we read from it: model, serial, date code, refrigerant, condition, what to check at the visit.



data plate · outdoor unit — close, straight on, legible model & serial.



data plate · older unit — even a faded label tells us age and refrigerant.



data plate · furnace — inside the front panel; flashlight on.



scan to upload

homes.memphisair.co/portal/photos

Take a photo or choose from your library. Sign in with the email you booked with.



homes.memphisair.co/portal/photos

SCAN · UPLOAD PHOTOS

show us, don't describe it.

A quick two-way video call from your phone. An advisor or technician guides you through the thermostat, indoor unit, outdoor unit and the rooms that never feel right. About ten minutes; no app to install.

your phone

Any recent iPhone or Android with a browser. Open the link we email you — that's it.

camera + microphone

Allow both when the browser asks. You can flip between front and rear cameras during the call.

good light

Open the closet, turn on the attic light, use the flashlight toggle for dark corners.

WHAT HAPPENS ON THE CALL

1 tick the box, get the link

Choose **Live video walkthrough** when you book, or tap **Start a video walkthrough** in your portal. The office picks a time with you or joins right away.

2 join from your phone

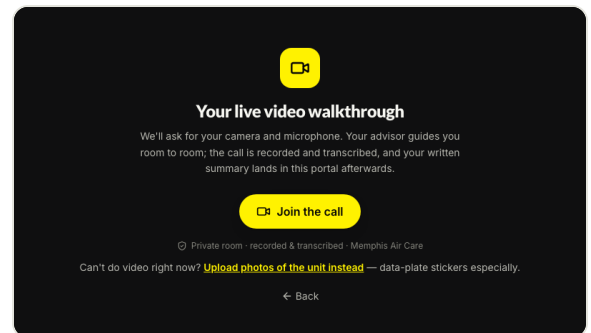
Open the link, allow camera + mic, and your advisor appears on screen. The room is private — only you and the office can join.

3 walk and point

Thermostat, filter, indoor unit, outdoor unit, data plates, the noisy vent. The advisor guides you, **snaps stills** of labels straight from the stream, and may ask you to flip the camera or turn on the flashlight.

4 get the summary

The call is **recorded and transcribed**, both voices labelled. Minutes later your portal shows the transcript and a **written summary**: equipment seen, issues spotted, recommendations and urgency, what happens next. The office reviews it before your visit.



portal · walkthrough room · join the call, or upload photos instead if video isn't convenient right now.

SAMPLE SUMMARY

2011 Goodman split system — condensate & airflow issues

- Equipment: Goodman 3-ton AC + 80% gas furnace in attic, ~14 yrs
- Issues: standing water in drain pan (medium), blower rattle on start (low)
- Recommend now: clear drain + float switch; inspect blower mount
- Bring: 16×25×1 filters ×2, float switch, pan tabs



scan to learn more

homes.memphisair.co/video-walkthrough

Book with a walkthrough and we'll email your private room link.

Does it replace the visit? Usually not — it makes the visit better. For some replacement estimates it can shorten or even replace the first site visit. Recordings stay private in your portal; ask us to delete them at any time.



still captured from a walkthrough · two Goodman condensers and a third, older unit.



homes.memphisair.co/video-walkthrough

SCAN · LIVE VIDEO WALKTHROUGH

what happens next

From the moment you tap **Book it** to the written summary after the visit — here is the order of events, and who does what.

1 confirmation, right away

A confirmation screen and an email with your request details and a single-use link to your home portal.

2 a real person confirms

The office reviews your request during business hours — Monday to Friday, 8 AM to 5 PM Central — and confirms the **arrival window** by phone or text. Windows are half-days (morning or afternoon). No-cooling / no-heat requests go to the top of the board.

3 we read what you sent

Photos and walkthrough summaries are reviewed before dispatch, so the technician knows the brand, model, age and likely parts before knocking on your door.

4 the visit

You get a text with the technician's ETA on the day. The tech diagnoses, then gives you a **flat-rate quote in writing before any work starts**. No surprises; you decide.

5 afterwards, in your portal

The activity timeline, your photos, any walkthrough recording and summary — plus the details of what was done, ready for the next time.

EMERGENCY & AFTER-HOURS

No heat in January, no cooling in July?
Emergency and after-hours service is available — call **901-365-2848** and tell us it's urgent. Office hours are Monday–Friday 8 AM–5 PM, Saturday by appointment.



on site • arriving with the right parts is the whole point of showing us the unit first.

COMFORT CLUB PLANS

two tune-ups a year. front of the line when it's 98°.

Comfort Club is our residential maintenance plan: a spring and a fall tune-up with a 20-point checklist and photos, **priority scheduling** in the busy months, and **member pricing on repairs**. Pick a plan and a first tune-up window online in under a minute, or choose **Maintenance Plan** in the booking wizard and we'll walk you through it.



scan for plans

homes.memphisair.co/plans

Plan details, the tune-up checklist and sign-up.



homes.memphisair.co/plans

SCAN • COMFORT CLUB PLANS

questions, answered

The things homeowners ask most. Anything else — call **901-365-2848** and ask a real person.

Do I have to book online?

No. The phone works just as well — **901-365-2848** (Mississippi line 662-655-4010). Online booking is simply the fastest way to get a window on the board and to send us photos.

Is the time I pick guaranteed?

You pick an arrival window (morning or afternoon); **a real person confirms it** by phone or text, usually the same business day. If a slot has just filled, we'll offer the next closest one.

Will I know when the tech is on the way?

Yes — tick **Text me appointment reminders** when you book and you'll get the technician's ETA on the day.

What does it cost to book, send photos or do a walkthrough?

Nothing. They're part of how we do business for homeowners who book with us. Any repair or replacement is quoted **flat-rate, in writing, before work starts** — you approve it first.

Do you offer emergency or after-hours service?

Yes, emergency and after-hours service is available — call and tell us it's urgent. Regular office hours are Monday–Friday 8 AM–5 PM, Saturday by appointment.

Where do you work?

The Memphis metro and DeSoto County — Memphis, Germantown, Collierville, Bartlett, Cordova, Southaven, Olive Branch, Horn Lake, Hernando and around. The ZIP check on the first booking screen tells you instantly.

Which brands do you service?

All major brands — Trane, Carrier, Lennox, Goodman, Rheem, York, Daikin, Bryant, Amana, Mitsubishi and more. The data-plate photo tells us exactly what you have.

Is the video walkthrough really live and two-way?

Yes. An advisor joins from the office; you see and hear each other. You can flip cameras and turn on your flashlight. It's recorded and transcribed, and you get a written summary in your portal.

Who can see my photos and recordings?

Only you and the Memphis Air Care office. Nothing is public and nothing is shared. Ask us to delete anything at any time.

I don't want another password.

Good — there isn't one. Your portal signs you in with a single-use emailed link, or with a passkey (Face ID / Touch ID) if you add one.

What's in a Comfort Club plan?

Two tune-ups a year (spring and fall) with a 20-point checklist and photos, priority scheduling, and member pricing on repairs. Details and sign-up at homes.memphisair.co/plans.

Are you licensed?

Yes — licensed in Mississippi and Tennessee (MS Mechanical/Refrigeration #24339-SC, MS Electrical #26772-MC; EPA Section 608). BBB A+ accredited since 2015; family owned and operated since 2011.



watch the video

homes.memphisair.co/how-it-works

The short how-it-works film and a copy of this guide.

KEEP THIS HANDY

Stick the back page on the fridge: phone numbers, hours and the QR code for the portal are all there. The data-plate photo tip on page 7 is the one that saves the most time.



homes.memphisair.co/how-it-works

SCAN • VIDEO • THIS GUIDE

talk to a real person.

CALL OR TEXT

901-365-2848

Mississippi line: 662-655-4010

OFFICE

942 Town and Country Dr
Southaven, MS 38671

LICENSED IN MISSISSIPPI & TENNESSEE

MS Mechanical/Refrigeration #24339-SC
MS Electrical #26772-MC • EPA Section 608

EMAIL

office@memphisaircare.com

We answer during office hours.

HOURS

Monday–Friday 8 AM–5 PM
Saturday by appointment • Sunday closed
Emergency & after-hours service available

SERVICE AREA

Memphis metro & DeSoto County
Residential Home Services

BBB A+ SINCE 2015

FAMILY OWNED SINCE 2011

FLAT-RATE QUOTES IN WRITING

A REAL PERSON CONFIRMS



Schedule online

homes.memphisair.co/book



Your home portal

homes.memphisair.co/portal



Live video walkthrough

homes.memphisair.co/video-walkthrough



book, upload, walk us through

homes.memphisair.co

Schedule online, open your home portal, upload photos of the unit or start a live video walkthrough.

MAC