

CUSTOMER CHECKLIST

for Furnaces & Air Conditioners

It's possible to troubleshoot your furnace or air conditioner to see if you can avoid a service call. Before you call, try following these instructions for solving the most common problems with your furnace or air conditioner. Proceed through the checklist until you reach a solution or determine that you need to call for service. In the event you do need to call, the checklist can help gather the information that our technicians need.

No Heat?

ALL FURNACES

- Is the furnace switch on?
- Is the pilot lit?
- Is the filter/air cleaner dirty?
- Do the batteries in the thermostat need changing?

No Heat?

HI-EFFICIENCY FURNACES

- Is the drain hose flat on the floor without kinks?
- Check the PVC pipe to outside the house. Be sure no ice, snow or other material is blocking the outlet.
- If condensation has frozen on the PVC pipe, pour boiling water over it.

No Cool?

ALL AIR CONDITIONERS

- Is the furnace switch on?
- Is the filter/air cleaner dirty?
- If OUTSIDE unit is not on, check:
 - Is circuit breaker on in basement? If it's on, turn it off and on again. Wait 5-7 minutes. (Some units have a built-in time delay.)
 - Replace fuses (gray box attached to house near outside unit). **TURN CIRCUIT BREAKER OFF BEFORE OPENING THIS BOX.** Note: not all units have outside fuses.



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