



HOME OWNER GUIDE

# New Home Troubleshooting

## HEATING

**Problem:** Furnace will not turn on

**Remedy:** Check thermostat to ensure it is properly set to heat. Ensure circuit breaker is set to on. Check that gas valve is turned on. Check that the neutralizer is not obstructed. This is located at base of furnace and has a drain tube attached. Make sure switch located above furnace is turned on. Inspect exterior vent for blockage. If you have a digital thermostat, the battery may need replacing.

**Problem:** Water heater will not turn on

**Remedy:** Ensure the power vent is plugged in. Check that the gas valve and blue dial is turned on. This appliance is generally a rental unit. If all fails, call your rental supplier for service.

**Problem:** Certain areas do not heat/cool like other areas throughout the house

**Remedy:** Inspect the furnace filter. Clean or replace if necessary. Perform a heat balance by regulating air flow throughout the home by adjusting the dampers located inside the floor registers to direct more air flow as required.

**Problem:** Air conditioner freezing up or not cooling effectively

**Remedy:** Check for dirty or clogged filters. Thermostat may be set too low resulting in condenser freeze-up. If you are using a programmable thermostat do not have temperature settings vary by more than two degrees.