

Equipment Failure Checklist

Should you experience difficulties with the equipment or systems in your home, this checklist may assist you in resolving the problem as quickly as possible to minimize inconvenience. It is our desire at ERA Neubauer Real Estate, Inc., to complete the repair as quickly and as economically as possible.

To prevent unnecessary service call expenses and deductible charges, please take the time to check the following items before involving a repair contractor. Our property management staff will be glad to assist you with any of these issues... just call or email, but please do not call a repairman yourself. Authorized repair contractors must meet specific license requirements, carry necessary insurance and agree to both strict performance standards, price schedules and ethical practices.

If your air conditioning system is not cooling, determine the following:

- (a) Is the condenser unit running?
- (b) Is the air handler (inside) operating?
- (c) Is air flowing from the vents?

1. If all components are running, but the system is not cooling, the condenser coils could be frozen. This can be due to frozen coils.

- Turn the system off and check the air filter on the air handler unit. If it is excessively dirty, replace disposal filter or vacuum a permanent filter. Air restriction is a common cause of frozen coils.
- With the system in OFF position, place the fan in the ON position for approximately 1-2 hours. If the coils are frozen, there may be excessive drainage from the air handler.
- After one to two hours, turn to thermostat to COOL and the fan to AUTO.
- If the unit is cooling, but the filter was not dirty, it could be an indication of low refrigerant. If the problem persists, contact the property management staff.

2. If either the condenser or air handler are not operating, Check as many as three (4) possible circuit breakers: (if you are unfamiliar with these, please call.)

- The main breaker is often located in the exterior breaker panel located on the side of your home where the power lines attach. The box often contains 3-6 large breakers. If you are unsure as to whether or not the breaker is tripped, turn each one off completely, wait a few seconds and reset (one at a time).
- The second possible breaker may be located just above the outside compressor condenser unit and is often located in a small breaker box of its own.
- The third circuit breaker may be located in the interior breaker (or fuse) panel. This breaker most often controls the interior air handler unit.
- The 4th possible breaker could be located in a closet near the air handler unit.
- Reset all thermostat settings.

Consider extreme conditions:

- Most units are designed to cool the home to a temperature that is not more than 15-20 degrees below the exterior temperature.
- Water-to-air heat pump systems: Check to be sure that the unit is pumping and discharging water. If there is no discharge, either the well pump or the intake control valve may have failed. See the information on well-pumps below.

If your gas central heating system is not operating:

- Turn off the system and check the interior unit to see if the pilot light is still burning.
- Check thermostat to see if it is properly set.
- Check any interior circuit breakers which operate the fan system.
- Before calling, please determine:
 - is the interior blower unit operating?

- is air flowing from the vents?
- when the system is turned on, does the furnace ignite?

If there is a problem with the pilot light or electronic contact the property management department.

Electric Hot Water Heater Not Working

Most hot water heaters have two heating elements. It is not likely that both elements would fail simultaneously. If the system is providing no hot water at all: Check two possible circuit breakers. The main breaker is sometimes located in the exterior breaker panel located on the side of your home where the power lines attach. The box often contains 3-6 large breakers. If you are unsure as to whether or not the breaker is tripped, turn each one off, wait 10 seconds and reset (one at a time). The other breaker may be located in the interior breaker panel, and could be labeled. If the unit is heating water, but taking but working improperly, there is a possibility: (a) the thermostat is adjusted too low or (b) the unit is on a timer that requires adjustment or (c) one of the heating elements is burned out.

Gas Hot Water Heater Not Working

- Is the pilot light still burning?
- Check thermostat to see if it is properly set.
- If the pilot is not lit and there not an electronic ignition, please follow instructions carefully or the gas appliance company for assistance in re-lighting the pilot.

Dishwasher

If the machine is not working at all:

- check the circuit breaker
- be sure that the door is latching properly.

If the machine is not cleaning properly:

- Be sure all moving parts can rotate freely
- Verify that the hot water source valve is open all the way (usually located under the sink).

Plumbing Problems:

If liquid drain cleaners are used, please follow safety instructions carefully.

Toilets: Often, a plunger will take care of most clogs.

Washing Machines: If the drain line is backed up, please do not run the machine until the problem has been resolved.

Dishwasher Backing Up: Be sure that the sink drains are clear (disposal has been run) before using the dishwasher.

Garbage Disposal:

- If the disposal does not run at all, press the reset button located at the base of the unit and try running disposal again.
- If a solid object is lodged in the disposal, BE CERTAIN that the power is off before attempting to remove anything from the unit.