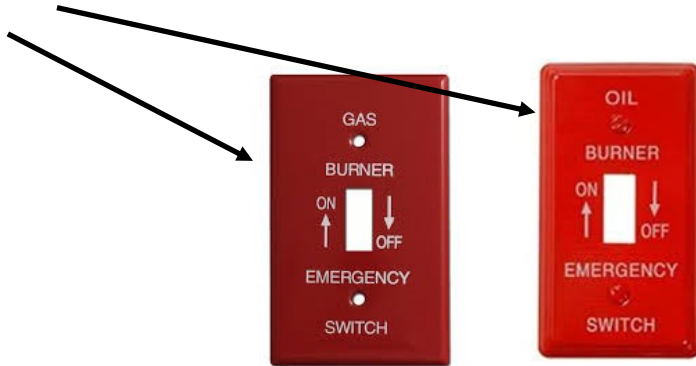


Items to check before we call in your HVAC request:

- Utilities - Has your service been interrupted? Check this first.
- Filters are to be changed monthly. If you have not changed your filter in a while, you may just need to change out the filter to increase air flow. Be sure to clean the vents/grates too. It all makes a difference.
- Emergency On/Off switch must be in the “on” position. If someone has turned this off, your HVAC will not work.



- A Tripped Breaker. See below examples of tripped breakers and how to properly reset.
 - Locate the tripped breaker. Breakers have tripped when they are “out of line”. See example below.
 - To re-set the breaker, turn it to the “off” position, then turn it back to the “on” position.



- If your digital thermostat is blank, it may just need a new battery to begin working fine again. Carefully remove the faceplate and install a new battery and see if your screen is now visible again.
- Is your HVAC is frozen? Check the inside/outside unit and see if the system is frozen inside or outside as best you can, or any of the lines. You will know if you see white ice on the fan or outside coils. If you see any ice at all, you must shut the system off. It cannot be fixed or assessed while frozen. If you leave it on, you will delay your repair.



Remember: On hot days, there can be about a 20-degree difference between the outside temperature and what your system will cool down to. This is normal, and a service call is not likely needed for this alone. Hot air will naturally rise. Upper floors are going to be warmer than the lower floors.