

Before You Call For Service

Garbage Disposal

1. **Never** put plastic, metal, bones or any hard substance in the garbage disposal!
2. **Never operate** the garbage disposal if you see water coming from the bottom of the unit. Serious injury and death can occur if using this unit while water is leaking from the unit. Turn off power at the switch and disengage the circuit breaker. Call for service.
3. Check to see if a circuit breaker hasn't been disengaged. If so, reset the breaker and turn on the disposal with the power switch.
4. Press the reset button located on the bottom side of the disposal underneath the kitchen sink while the power switch is in the on position.
5. If motor makes a humming noise when turned on, turn off power at the switch and disengage the circuit breaker. Use a flashlight to see if something is jamming the disposal blades. If so, try to remove the obstruction with a pair of kitchen tongs or use a bent wire coat hanger.
6. **Never use your hands** to remove items from garbage disposal. Serious injury can occur if power is engaged while your hand(s) are inside the garbage disposal.
7. Reset the circuit breaker and turn on with the power switch.
8. If none of these suggestions resolve the problem call for service.
9. **Do not attempt to service** electrical parts of this unit. Electrical shock can cause serious injury and even death.
10. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Electric Range

1. **Turn off** an electric range immediately and disengage the circuit breaker if you see sparks or billowing smoke coming from the unit when turned on or during use. Call for service.
2. **Never put anything** either on the burners or in the oven that is not intended or has not been approved by the manufacturer.
3. If the electric range does not turn on check to see if the circuit breaker has been disengaged. If so, reset it and try to turn on the unit.
4. If none of these suggestions resolve the problem call for service.
5. **Do not attempt to service** electrical parts of this unit. Electrical shock can cause serious injury and even death.
6. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Electric Range Hood

1. If the fan does not run properly, turn off fan and remove the grease filter. Turn on the fan again to see if the fan runs properly. If so, put the filter in a pan of hot soapy water and ½ cup of ammonia. Let it soak for at least 15 minutes. If the filter is still dirty change out the water and re-soak. After the filter is clean take it out of pan and let it dry before putting it back in.
2. If none of these suggestions resolve the problem call for service.

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3. **Do not attempt to service** electrical parts of this unit. Electrical shock can cause serious injury and even death.
4. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Dishwasher

1. **Do not operate** a dishwasher if you see water leaking from the door or on the floor in front of the unit. Disengage circuit breaker and call for service. Serious injury or death can occur if the unit is used in these conditions.
2. **Do not put** anything that has paper labels attached to it, paper products or anything not dishwasher safe in the unit.
3. Dishes should be cleaned/rinsed prior to placing them in the dishwasher so that food particles don't plug up the strainer which can cause lack of water pressure or even failure of the unit. The dishwasher is more of a sanitizer than a dish washer.
4. If the dishwasher does not turn on check to see if the circuit breaker is disengaged. If so, reset the circuit breaker and turn on the unit. If unit does not turn on call for service.
5. If the dishwasher runs but does not clean the dishes well check to see if there is any water standing at the bottom. If not, check to see if you have good water pressure at the kitchen sink. If you do not have good water pressure at the sink then call your water service provider. If you do have good water pressure call for service.
6. If you have water standing in the bottom but the dishes are not getting cleaned there may be debris buildup in the sprayer arms and strainer. Try cleaning the sprayer arms and strainer. If this doesn't work call for service.
7. If the dishes are clean one time and not the next it may be that large pots, pans or dishes are placed over the sprayer arms keeping the flow of water from reaching the upper-level items. Try loading these items in a different location and run the dishwasher again.
8. If none of these suggestions resolve the problem call for service.
9. **Do not attempt to service** electrical parts of this unit. Electrical shock can cause serious injury and even death.
10. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Toilet

1. **Never** put female/male hygiene products, cloth products, diapers or any other items not intended for toilet use down a toilet. **Never put** Drano, Mr. Plumber or any other related products down a toilet.
2. If the toilet is leaking please turn off the water supply valve located near the floor in the back of toilet on the left hand side. Place towels around the toilet bowl to keep the water from spreading and causing further damage. Call for service.
3. If you want to try plunging the toilet please before calling for service please do the following first: Make sure there is enough standing water in the toilet bowl to submerge the head of a plunger to cover the drain hole.
4. Push & pull using both hands on the handle to apply force several times to get the clog moving. Pulling is just as important as pushing to free up the clog. After removing the plunger look to see if the water level has dropped low enough to flush. If not, repeat the

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push/pull process a few more times. If the water level has not dropped after several attempts call for service.

5. Before trying to flush the toilet after the water level has dropped, remove the tank lid carefully and place it where it won't get damaged. Locate the flapper in case the water level rises close to the rim of the bowl when flushing. Push the flapper down to stop the water from spilling onto the floor.
6. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.
7. If none of these suggestions resolve the problem call for service.

Sinks, Drains & Faucets

1. **Never put** Drano, Mr. Plumber or any other related products down sinks or tub/shower drains.
2. If there is a water leak from a faucet, locate the shut-off valve located underneath the sink and turn it off immediately. If the water leak cannot be shut-off locate the main shut-off valve and turn off water and call for service.
3. If you have low water pressure there may be a water main leak in your area. Call your local water utilities before calling us for service.
4. If the water is slow to drain then you have something clogging it and you will need to call either a plumber or us for service.
5. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Hot Water Heater

1. If the water is not very hot check the thermostat dial located on the hot water tank and adjust accordingly.
2. If the water is not very hot check to see if the pilot light is on. If it is out follow the instructions on how to re-light the pilot light and turn the unit back on.
3. If none of these suggestions resolve the problem call for service.
4. **Do not attempt to service** any parts of this unit. Doing so can cause serious injury and even death.
5. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Electrical

1. If a light switch, ceiling fan or electrical outlet doesn't seem to be working check the circuit breaker panel to see if the circuit breaker has been disengaged. If so reset it.
2. If the electrical outlet is a GFCI check to see if it has been disengaged. If so reset it.
3. If you see a spark when turning on a light switch, ceiling fan or using an electrical outlet turn off the switch or unplug the cord from the outlet and call for service immediately!
4. **Do not attempt to service** any part of the electrical system of your property.
5. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Doorbells

1. If the doorbell doesn't work check to see if a circuit breaker has been disengaged. If so engage it.

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2. Before calling for service please have the following information:
 - A. Does the doorbell work most of the time?
 - B. Does the doorbell work sometimes?
 - C. Does the doorbell work seldom?
 - D. Does the doorbell work at all?
 - E. Does the doorbell make a dull sound when the doorbell button is pushed?
3. **Do not attempt to service** electrical parts of this unit. Electrical shock can cause serious injury.
4. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Heating

1. The furnace/air conditioner filter must be changed every month to obtain optimal operating performance. Service calls that result in changing a dirty air filter will result in a service charge.
2. If the heating unit does not turn on check to see if the circuit breaker is disengaged. If so, reset the circuit breaker and turn on the unit.
3. Is the thermostat set to heat? If not, then turn it to heat.
4. If the thermostat is set to low then the unit will not run. Set the thermostat to the desired temperature.
5. If the heating unit does not turn on when it is set to heat check to see if the furnace switch is on at the furnace. This switch may have been left off while changing out the filter each month.
6. If the heating unit runs all the time check to see if the Fan part of the thermostat has been switched to On. Switch it to Auto.
7. If the heating unit does turn on but there is little air flow from the vents check to see if the furnace filter is dirty and change it. Check to see if all floor and wall vents are open. Also, some furnace units may have small damper levers located on the duct work above the furnace that may need to be switched to the open position.
8. Is the thermostat display working? If not, the batteries may need to be replaced.
9. If none of these suggestions do resolve the problem call for service.
10. **Do not attempt to service** any parts of this unit. Electrical shock or gas explosions can cause serious injury and even death.
11. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Central Air Conditioning

1. The furnace/air conditioner filter must be changed every month to obtain optimal operating performance. Service calls that result in changing a dirty air filter will result in a service charge.
2. If the central air conditioning unit does not turn on check to see if the circuit breaker is disengaged. If so, reset the circuit breaker and turn on the unit.
3. Is the thermostat set to cool? If not, then turn it to cool.
4. If the thermostat is set to high then the unit will not run. Set the thermostat to the desired temperature.

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5. If the air conditioning unit does not turn on when it is set to cool check to see if the furnace switch is on at the furnace. This switch may have been left off while changing out the filter each month.
6. If the air conditioning unit runs all the time check to see if the Fan part of the thermostat has been switched to On. Switch it to Auto.
7. If the air conditioning unit does turn on but there is little air flow from the vents check to see if the furnace filter is dirty and change it. Check to see if all floor and wall vents are open. Also, some furnace/ air conditioner units may have small damper levers on the duct work that may need to be switched to the open position.
8. Is the thermostat display working? If not, the batteries may need to be replaced. If not, call for service.
9. **Do not attempt to service** electrical parts of this unit. Electrical shock can cause serious injury and even death.
10. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Sump Pump

1. If sump pump does not work check to see if the circuit breaker has been disengaged. If so, reset it.
2. If sump pump runs constantly check to see if the outside drainage pipe is still connected and that the water is flowing away from the foundation of the property.
3. If this does not resolve the problem call for service.
4. **Do not attempt to service** electrical parts of this unit. Electrical shock can cause serious injury and even death.
5. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Washer/Dryer (If Applicable)

1. If washer/dryer does not work check to see if the circuit breaker has been disengaged in the breaker panel box. If so, reset it.
2. If the washer is not getting water check to see if the valves are turned on. If so, check a faucet to see if you have water. If not, call you water provider to see if there is a water main break.
3. Clean the lint trap on the dryer prior to every load for optimal performance. This will also prevent the unit from catching fire because of lint buildup.
4. If this does not resolve the problem call for service.
5. **Do not attempt to service** electrical parts of these units. Electrical shock can cause serious injury and even death.
6. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Refrigerator (If Applicable)

1. If the refrigerator does not work check to see if the circuit breaker has been disengaged in the breaker panel box. If so, reset it.
2. If the refrigerator is too cold or too warm adjust the thermostat.
3. If the refrigerator does not cool properly check to see if the cooling vents on the inside are blocked. If so, move food items around so that air can flow.

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4. If this does not resolve the problem call for service.
5. **Do not attempt to service** electrical parts of these units. Electrical shock can cause serious injury and even death.
6. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

Summer Tips

1. When mowing always discharge the grass away from the central air conditioner unit. This will help the unit circulate air to the coils preventing costly maintenance service calls.
2. When mowing always discharge grass from window wells. This will help the water to drain down into the ground and not leak through the window into the basement.
3. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness

Winter Tip

1. Unplug water hoses from all outside faucets to prevent them from freezing.
2. **We will charge you for service and parts** if we find that the source of failure and/or damage has been caused by your carelessness.

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