

TROUBLESHOOTING GUIDE



BEFORE SUBMITTING A MAINTENANCE REQUEST PLEASE TROUBLESHOOT THE FOLLOWING:

PROBLEM	POSSIBLE REASON	SOLUTION
OUTLETS NOT WORKING	GFCI plug tripped or breaker tripped	Find and reset GFCI outlet (typically in the kitchen and bathrooms), find and reset/flip breaker, flip light switches in the area
GARBAGE DISPOSAL NOT WORKING	Blades possible jammed	Free the blades, then press reset button (located on the underside of disposal), reset GFCI outlets in kitchen and ensure nothing is stuck in disposal
A/C NOT BLOWING COOL AIR	Dirty filter restricting air flow, thermostat in the wrong position, breaker may have tripped, ice on outside line	CHANGE THE FILTER (some units have 2), verify settings are on "Cool & Auto", check/reset breakers (inside & outside), turn A/C off, blower fan on (to thaw), if thermostat is not working, check batteries. Report issues via tenant portal if ineffective.
REFRIGERATOR LEAKING	Food against back wall (some models), drain line clogged or frozen	Move food away from back wall, check to see if leak is coming from shut off valve behind fridge, if they are leaking, turn off shut off valve and report issue via tenant portal.
FURNACE/HEATING NOT WORKING	Pilot light is out (gas only), gas service not active (gas only), safety switch not in position (electric or gas), no power unit	Light the pilot light, call your gas company, ensure the furnace door is positioned properly, find and reset/flip breaker
WET SPOT ON THE CEILING	Clogged condensation line from A/C, clogged gutters, debris on roof	Clean gutters & downspouts, blow off roof
NO HOT WATER	Pilot light is out (gas only), breaker tripped (electric only)	Light pilot, find and reset/flip breakers, reset button on water heater
OVEN NOT WORKING	Pilot light is out (gas only)	Light pilot
STOVE BURNERS NOT WORKING	Pilot light is out (gas only), burners loose in sockets (electric), burners & oven	Light pilot, push burner towards socket (ensure it is off), check breaker
DISHWASHER RUNS BUT DOESN'T CLEAN DISHES PROPERLY	Caked on food, the water is not hot enough	Always rinse dishes before loading and ensure that you are using the proper detergent for the dishwasher, run hot water to kitchen sink, then start dishwasher, check for light switch in kitchen area and flip on to power dishwasher (if applicable)
AUTO GARAGE DOOR GOES BACK UP ON ITS OWN	Something blocking sensors or sensors could have fallen from holder	Remove objects obstructing signal from sensors (including spider webs)
GARAGE DOOR REMOTE NOT WORKING	Bad/dead batteries	Replace batteries or reprogram remote to garage door
COMMODE CLOGGED OR BACK UP INTO TUB OR SINKS	Main sewer lines are backed up	Uncap yard line, do not do laundry, report issue via tenant portal if ineffective
SINGLE COMMODE STOPPED UP	Using too much toilet paper or attempting to flush anything other than toilet paper down toilet	Use a plunger to unclog stoppage, report issue via tenant portal if ineffective