



# Troubleshooting

## Your Furnace or Air Conditioner:



Please check the following before calling us for service. These are problems that homeowners tend to overlook and are not covered by your warranty.

**Step 1:** Is your thermostat set to the correct function, i.e. heating or cooling?

**Step 2:** Has the power to the furnace been shut off?

(A) Appropriate breaker in the main electrical panel.

(B) Fuses in older homes.

(C) Power switch located close to furnace. Sometimes it looks like a light switch, which is normally located on the ceiling above your furnace.

(D) Ensure the furnace fan door is on properly. If it is not, there will be no power to the furnace and it will not operate.

**Step 3:** Is the filter(s) clean? A dirty filter will eventually cause service problems and drastically decrease efficiency of both the furnace and air conditioner.

**Step 4:** High Efficiency Gas Furnaces have a plastic vent pipe which projects through the outside wall, normally about 12" above grade level. This can sometimes become plugged with ice and snow and can cause the furnace to shut down. Remove snow or ice carefully and your furnace should restart in a few minutes. (Some systems require to be reset).

If you cannot locate the problem by following these steps and require service, take note of the furnace model and serial number and please contact us.



*Still require help? Contact us at 403.236.2444*