

## Easy items to check before you call us for service or repairs.

These simple steps will help you save time and money.

### All Systems

- Is the thermostat set to the correct mode (heat or cool)?
- Is the thermostat set to the desired temperature?  
You may need to raise or lower the temperature to get the unit to come on.  
Many units have a 5 minute delay before coming on when changing temperature or mode.  
If your thermostat uses batteries and the display is blank, you may want to try new batteries.
- Have you checked the system breakers?  
Check for a thrown breaker at the electrical panel.  
Many systems have an additional breaker located at the outside unit, check this one too.
- Does your air flow appear restricted?  
Have you replaced your air filters recently? If not and they are dirty this can restrict air flow. You should also check for obstructions in front of (or in) supply and return vents. If possible, you can check your duct work for loose runs, fallen runs, or holes in the ducts.

### Gas Furnaces

- Is the gas turned on? If you have propane, check to see if you have gas in your tank.
- Some furnaces have a cord which should be plugged into an outlet. If your furnace falls into this category, verify the unit is plugged into a working outlet.
- Some furnaces have on/off switches. Verify the switch is in the on position.

If problems still exist after checking the items above, please call us. Our expert technicians will thoroughly examine your system and give you the cost up-front if any repairs are needed.