

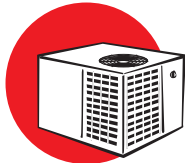
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BEFORE REQUESTING SERVICE

If a system or appliance is not working always check these items first:

1. Check fuse box/circuit breaker and reset.
2. Make sure timer/settings are correct.
3. Reset GFI outlet/plug.

NOTE: Furnaces and air conditioning units require semi-annual filter changes, and must be kept clean. This is the homeowner's responsibility under the warranty contract. Failure to perform this preventative maintenance may void your coverage.



COOLING SYSTEM

- Tips:**
- Check filters each month and replace/clean as needed.
 - Have annual system maintenance and cleaning about a month before air conditioning season.

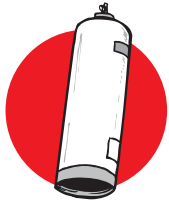
PROBLEM	ACTIONS TO TAKE
Unit is not cooling house enough.	Make sure all registers are open. Clean debris from around condenser unit so air can circulate.



HEATING SYSTEM

- Tips:**
- Check filters each month and replace/clean as needed.
 - Have annual system maintenance about a month before heating season.

PROBLEM	ACTIONS TO TAKE
Furnace not warming enough.	Replace filter. Make sure registers are open and clean.



WATER HEATER

- Tips:**
- Occasionally drain and flush the tank to get rid of rust, sediment and scale.

PROBLEM	ACTIONS TO TAKE
No hot water.	Check pilot and relight if necessary following directions in the owner's manual or call Gas Company.
Not enough hot water or water too hot.	Adjust the thermostat.
Noise.	Drain and flush sediment/scale from tank and pipes, see owner's manual.



CLOTHES WASHER

- Tips:**
- Make sure your machine is level. Use a level on the top and adjust the front and back feet.
 - Make sure all buttons and dials are set properly before use.

PROBLEM	ACTIONS TO TAKE
Tub fills with water but won't run.	Check that all buttons/knobs are engaged and set properly. Make sure lid is closed all the way. Redistribute load evenly and close lid.
Tub does not fill with water.	Check hose filters. Make sure valves are open.
Machine shakes or moves across floor.	Make sure machine is level using adjustable feet. Redistribute load.



CLOTHES DRYER

- Tips:**
- Clean lint trap after each load.

PROBLEM	ACTIONS TO TAKE
Machine does not turn on.	Make sure door is closed properly.
Motor runs but drum is stuck.	Check for obstructions.
Drum turns but clothes don't dry well.	Clean lint trap and vent. Reduce load size.

H O M E C A R E T I P S



GARBAGE DISPOSAL

- Tips:**
- Grind approx. 12 ice cubes with cold running water to clean your disposal.
 - Run cold water during use and two minutes after to prevent stoppages.

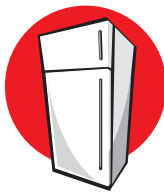
PROBLEM	ACTIONS TO TAKE
Hums but does not grind.	Turn unit off, check for obstructions, free flywheel, press reset.
Unit grinds slowly.	Use more cold water. Only put the proper types of waste in unit—check manual.
Unusual noise.	Metal/plastic/dishcloth may have fallen in unit—turn off, check for obstruction and carefully remove.



DISHWASHER

- Tips:**
- Clean heating element with vinegar to remove mineral deposits.
 - Check rinse agent level monthly to prevent cloudy residue on glasses.

PROBLEM	ACTIONS TO TAKE
Dishes still dirty after running.	Make sure nothing is blocking the arms.
Dishes not drying.	Clean deposits off heater coil with vinegar.
Excessive noise.	Check for obstructions/adjust load/make sure arms can move freely.



REFRIGERATOR

- Tips:**
- Clean shelves, interior, and gaskets every three months. Clean the coils once a year.

PROBLEM	ACTIONS TO TAKE
Motor stopped with occasional clicking.	Clean coils.
Doesn't cool/runs too much.	Defrost more frequently. Check thermostat and adjust temperature.
Unusual noises.	Make sure unit is level.



ELECTRIC RANGE

- Tips:**
- Do not use oven cleaning products on a self-cleaning oven.
 - Check and clean vent.

PROBLEM	ACTIONS TO TAKE
Oven won't heat.	Check that the timer/buttons/knobs are set correctly.
Rear burner not heating.	If using the self-cleaning cycle, burners may not heat properly.



GAS RANGE

- Tips:**
- Remove oven racks before using the self-cleaning mechanism.

PROBLEM	ACTIONS TO TAKE
Oven or burner won't light.	Check pilot and relight if necessary using manual or call Gas Company.
Burner erratic.	Clean burner ports.
Smell of gas.	Check pilots and relight or call Gas Company.



TRASH COMPACTOR

- Tips:**
- Make sure bag and clips are in proper position before using.

PROBLEM	ACTIONS TO TAKE
Unit won't turn on.	Make sure door closed properly—no obstructions.
Bad odors.	Replace deodorant.



POOL

- Tips:**
- Keep water at the proper level.

PROBLEM	ACTIONS TO TAKE
Pump won't prime.	Check valve position.
Pool Filter—water pressure too high or low.	Check valve position. Clean filter/backwash filter.
Heater not working.	Make sure gascock is the right position. Check pilot—relight if necessary using owner's manual or call Gas Company.