



# Trouble-Shooting Guide

## **A. Telephone/Internet/Cable Not Working Properly**

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- Call the utility to confirm that you have service
- Ensure your equipment is in good working order
- Check that all of your connections have been completed correctly

## **B. Gfi (Ground Fault Interrupter) Plugs No Power**

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- Re-set the GFI usually located in the bathroom & front entrance outlet
- Re-set the breaker in the electrical panel

## **C. Condensation/Ice on Windows**

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- Run HRV to exhaust humid household air
- Run furnace fan on manual
- Use your hood fan and bathroom fans when cooking or showering
- Open blinds and curtains to promote air circulation around the windows
- Remove interior screens
- Leave doors to rooms open for proper air circulation
- Do not cover heat vents or cold air returns

## **D. Toilet Blockage**

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- Low or dual flush toilets may require multiple flushing
- Use a plunger to force minor obstructions past the toilet trap
- Run an auger or snake down the drainpipe to break up obstructions

## **E. Room is Cold**

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- Thoroughly clean or replace your furnace filter to allow proper air flow
- Balance your heating system by adjusting air grills and dampers to direct airflow to colder rooms
- Leave doors open, particularly those without a cold air return
- Ensure furniture and draperies are not covering heat registers

## **F. Furnace is not Operating**

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- Check wall thermostat to ensure setting is in heat mode
- Ensure that the thermostat is set higher than the current
- Programmable thermostats require batteries so replace when needed
- Reset the furnace breaker in the electrical panel
- Check that the furnace isolation switch, usually located near the bottom of the basement stairs is in the "ON" position
- Ensure that the exterior furnace exhaust / intake vents are free of obstructions (Snow/ice) etc.

## **G. Roof Leakage**

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- Remove snow and ice build-up on the shingles
- Check vents for snow, ice and other obstructions
- Clean out eavestrough and ensure proper slope exists on the eavestrough to allow for drainage

## **H. Insects/Rodents in or Around your Home**

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- Insects and rodents can invariably gain entry through an open door, window, vent or moles may tunnel underground killing your lawn
- Treat with appropriate pesticide or contact a professional to eradicate the pests
- Check vents occasionally to remove birds' nests