

8 Things to Check

Before you call for service on your HVAC System

Have you ever had that moment where you know something isn't right with your AC unit? This is either going to cause inconvenience or it is about to cost money. This following information could save you time, money and the hassle of being without your Air Conditioning.

Here is a simple checklist to follow:

1. **Is there electrical power to the house?** Believe it or not we get 2 or 3 calls a year where we show up only to find out the house and maybe even the whole neighborhood has no power. This is embarrassing and it causes some bad feelings when the service man wants to collect for a call just to say, "Call us back when the power comes on."
2. **Check the filter.** The airflow for your AC or Heat is very important. If the filter is dirty this will cause a restriction of air flow, which will cause the unit to not operate properly. Replace a dirty filter. Also check the arrows on side of the filter to show the direction of the airflow to ensure it is installed properly.
3. **Check the batteries in the thermostat.** If a thermostat isn't lit up, change the batteries. Please note that batteries are not that common in newer thermostats today.
4. **Check the breaker at the breaker box.** Some people still call it a fuse box. If you do have a 'fuse box' consider upgrading it. If the breaker is 'tripped', reset the breaker. However, breakers trip for safety reasons and if this occurs again have someone investigate the real problem. Most of the time the breaker isn't the problem. It's something in the circuit pulling more electricity than it should. Just be careful thinking that resetting the breaker 'fixed' your AC.
5. **Check the switch on the indoor unit.** Local code says that there must be an electrical switch next to the indoor unit for safety reasons. Sometimes they are also located at the top of the basement stairs. Make sure these switches are in an "On" position.
6. **Check the disconnect at the outdoor unit.** There should be a disconnect switch at the outdoor unit. Make sure it is plugged in or flipped on. **Be very careful**, this 240 Volt electricity to the outdoor unit it is **very dangerous**.
7. **Check the condensate pump or drain line.** AC units should have a water safety switch to stop them from operating if water leaks into your home. This could even ruin ceilings and floors. Checking for water in a pan under the unit could tell you the drain is clogged. If that's the case, this will need a professional to repair this issue.
8. **Check the safety switch in pan under the AC unit.** We see this happen in attics where someone was moving boxes or in and out of an attic and bumped into the unit or pan. This switch could be the problem. Do not bypass the safety switch or you could have a huge a water mess in your home.

If the above items did not solve your problem, you should call us or your service professional to help.