

Troubleshooting Checklist

Furnace (Total Heat Loss)

- Is your gas flowing? The easiest way to check is by turning on your fireplace. If there is an issue with the gas, please call your gas company directly.
- Are the batteries in your thermostat charged? - If you have low battery power there is nothing telling your furnace to turn on.
- Is your furnace filter clogged. A full filter can inhibit proper air flow. Ensure you are checking and changing your filter regularly.

Condensation on your windows

- Track your humidity levels using a “hygrometer”

**Indoor Relative Humidity levels
that will keep
thermal pane windows
condensation free**

Outside Air Temp (°C)	Maximum Indoor Relative Humidity at 20 °C (68 °F)
-30 °C or below	15%
-30 °C to -24 °C	20%
-24 °C to -18 °C	25%
-18 °C to -12 °C	35%
-12 °C to 0 °C	40%

- Ensure that your windows have air flow, ie: not blocked by solid curtains or blinds
- If you can feel the condensation – there is NO issue with the windows
- If there is a “fog” or “droplets” of water between the 2 panes of glass which cannot be felt from the interior or exterior of your home, please contact your service rep.

Outlet or Plug not working

- Ensure that your breaker has not flipped off – confirm by flipping your breaker off and on again
- If you have a GFI outlet, ensure you have pressed the “reset” button in the center of your plug after flipping your breaker
- If it is a “lamp” plug (located in your living room or dining room – dependant on floorplan) ensure the switch on the wall is flipped to the “on” or “open” position
- Reminder – some exterior and interior plugs can run off the same breaker.

Light Switch

- Some fan switches in your home are a “3 Way” connection and the on/off position may not accurately reflect the on/off status of your fan.
- Same as above applies to several of the light switches in your home, and does not warrant a service call.

Troubleshooting Checklist Cont'd

Windows or Doors difficult to close or lock

- Ensure that your weather stripping is not damaged
- Ensure that your rough in alarm wires are not in the way

Hose Bib (exterior taps)

- Please ensure that you are turning off all exterior water sources seasonally and following the steps provided below.

Step 1. Disconnect garden hose from hose bib.

Step 2. Turn off the main shut off for the hose bib in the basement.

Step 3. Open all the hose bib's to let the water drain out.

Step 4. Open the little bleeder valve under the shut off in the basement and let the remaining water drain out. (Don't forget to re-install the bleeder valve before you turn the water back on in the spring)

Note: make sure you leave the bleeder valve open

during the winter.

Step 5. All hose bib taps are to be left in the open position for the winter.

If you have taken the proper steps listed above and your issue has not been resolved, please contact your service representative for more information, or to initiate a service call.

******REMINDER: Service calls which are required due to improper maintenance or negligence may be chargeable to the homeowner.***