



Addario's Services

Troubleshooting Guide/Things to Check

Simple solutions to attempt before having Addario's Services visit your home.

If you experience any trouble, you may always call us for help and service. But here are a few simple solutions you can attempt before having us visit your home.

Air Conditioning Equipment Checklist

- Change the batteries in your thermostat if applicable.
- Check to make sure that your thermostat is set in the "cool" position and temperature is set lower than the room temperature.
- Ensure that your outdoor air conditioning (condensing unit) is running.
- Check the circuit breakers in the circuit breaker box (or electrical panel), most likely mounted to an outside wall in the back of the house or basement. Are they in the "On" position?
- Turn the breakers completely off and then back on.
- Check the outdoor unit "disconnect switch" to make sure it is in the "ON" position. The disconnect switch is located near the outdoor unit. (Typically a grey 8" wide x 16" high x 4" deep box mounted to the wall).
- Ensure that the blower motor in your furnace is running. (If the thermostat is in the "cool" position, the furnace blower should be running.)
 - If not, check to make sure the on / off switch at the furnace and/or at the top of the basement stairs (RED) is in the "ON" position
- Be sure that you have changed your filter in the furnace recently.**
 - An extremely blocked filter can cause your outdoor air conditioner unit to shut down due to lack of proper airflow.
 - All 1-inch thick furnace filters should be replaced monthly.
 - Purolator 2-inch thick and other high-capacity pleated filters can most likely be changed every other month or just 6 times per year.
- Check all return air grilles to make sure they are not blocked by furniture.**
 - Check all supply air registers to make sure they are open and blowing air. (The return air grilles are normally located on your walls and are wide and flat).

Gas Furnace Equipment

Note: If the furnace burns propane or oil, how much fuel do you currently have in the tank?

- Propane needs more than 20%. Less than 20%, gas pressures can fluctuate too much to get proper consistent pressures to the unit.
- Oil needs to have more than ¼ tank. Less than a ¼ tank of oil will cause sediment from the oil to find its way into the fuel line and clog the nozzle and filter.

- Change the batteries in your thermostat if applicable.**
- Check to make sure that your thermostat is set in the "heat" position**
- Make sure that the temperature setting on the thermostat is set above (or higher than) the indoor temperature showing on the thermostat.**
 - (This tells your heating system that it should provide heat!)
- Ensure that there is power to the furnace:**
 - Try turning the fan to "ON" using the fan switch on the thermostat to test for power to furnace.
- Check the circuit breakers at the electrical panel to make sure they are in the "On" position.**
- Turn the breakers completely off and then back on.**
- Check the emergency switch (it looks like a light switch on a gray box located at the furnace) to be sure it is in the "ON" position.**
Also look for a red cover switch at the top of the basement stairs and make sure it is flipped to "ON".
- Replace the furnace filter if needed.**
 - All 1-inch thick furnace filters should be replaced monthly. Purolator 2-inch thick and other high-capacity pleated filters can most likely be changed every other month or just 6 times per year.
- If the system is running but you have not changed your filter, the filter may need to be replaced.**
- Check all return air grilles to make sure they are not blocked by furniture.**
 - Check all supply air registers to make sure they are open and blowing air. (The return air grilles are normally located on your walls and are wide and flat).

Electric – No Power

- Turn off all breakers and turn them back on.**
- Check all receptacles with reset buttons (GFCI – press the reset button).**
- Make sure neighbors' power is on.**
- If nothing caused the power outage or even partial power outage, contact your local power company. Phases from the power company may be out, even in the case of partial power.**
- If this is a repetitive issue (it's happened multiple times), call us to come out.**

Plumbing – No Hot Water

- Check the circuit breakers at the electrical panel to make sure they are in the "On" position.
- Check the pilot light.
- If it is powered by Oil or Propane, do you have fuel?
- Check the circuit breakers at the electrical panel to make sure they are in the "On" position.

Plumbing – No/Low Water Pressure

- Do all locations in your home have low water pressure?
 - If isolated to just one or two areas, you may have a clogged faucet or aerator.

If it's happening in multiple areas

- Are there any frozen pipes?
- Is the water pressure low with only the hot water? If so, the issue is most likely with your water heater.
- Do you have a water filtration system? If so, have you changed the filters recently or are they dirty?
- Do you have city water or a well?
 - If well water, is your well pump working?
 - If city water, are neighbors having issues? If yes, contact your water company.
- Are there noticeable leaks in your front yard/coming up through the ground?
- When NOT using water, is the dial on your water service meter turning? If so, you may have a leak.

Plumbing – Drain Line Stoppage

- Do you have a septic system or city sewer?
 - If septic, has it been pumped in the last 1-3 years?
- Is it the upper floor only?
- Is the drain slow or completely clogged?
- Is it coming out of any slop sinks or the lowest fixture in the home?

Plumbing – Sump Pump

- If plugged into an outlet, is that outlet receiving power? Check the circuit breaker.
- Is it plugged into an extension cord?
- Is there any debris in the pit that could be clogging the line?
- Have you tested the pump recently by adding water to the pit?

Plumbing – Leaks

- Is the leak a slow leak or pouring out?
- Is it isolated to one area? (toilet, sink, spigot)
 - If so, have you turned the shut off valve for that area?
- If the water heater is leaking, have you turned the shut off valve to the unit?
- If leaking by the tub/shower, are there any cracks or is the leak coming from the grout?
- If you cannot isolate the leak to one area, have you shut off the main water valve to the home?

If these simple solutions do not solve your problem, contact us for service. Be sure to have your model number handy.

Call today 877-233-2746