

## **Troubleshooting Tips**

In order to help you avoid incurring expenses for maintenance or repair issues that are defined as tenant responsibility under your tenancy agreement and our policies and procedures, we have prepared this troubleshooting checklist to assist you in self-diagnosis of many routine or common maintenance problems. By following these guidelines, you may save yourself both time and money. **For additional information, go to <http://www.lattahomes.com>.**

- **AC Doesn't Cool** – First of all, check to see if outside unit is running – if not, check the main breaker panel to make sure the 220v AC breaker is not tripped. You can help cool your home by (1) making sure ceiling fans are turning clockwise (blowing “down”) in the summer, (2) doing laundry in the cool of the morning or later in the evening, (3) keeping your furnace filter changed and the outside condensing unit free of grass & other debris, (4) making sure fireplace dampers and storm windows are closed completely, (5) keeping lights off and blinds closed.

AC systems in the Kansas City area are designed for cooling up to a maximum outside temperature of 95 degrees. When the temperature outside rises above that level, the ability of your HVAC system to cool the inside of your residence is significantly diminished. Typically your HVAC system will be able to cool the interior of your residence about 15-20 degrees cooler than the outside temperature (less when it is very humid). If your HVAC system still cannot cool your home to at least 15 degrees below the outside temperature, submit a written maintenance request by web site, email, mail or at our office and we will dispatch a service technician for repairs.

- **Furnace Doesn't Heat** – check thermostat settings then (1) if a gas furnace, check to make sure the pilot is lit – instructions for lighting the pilot are printed on the furnace or (2) if an electric furnace, check the main breaker panel to make sure the 220v Furnace breaker is not tripped or (3) if digital thermostat, check battery.
- **No Hot Water** - check thermostat settings then (1) if a gas hot water heater, check to make sure the pilot is lit – instructions for lighting the pilot are printed on the water heater or (2) if an electric hot water heater, check the main breaker panel to make sure the 220v water heater breaker is not tripped.
- **No Water Pressure** – if only at some faucets, unscrew the aerator or showerhead at the spout and clean out any small debris.
- **Toilet Won't Flush** – remove lid on back of tank and make sure flapper chain has not fallen off flush arm – if so, simply re-attach
- **Dishwasher Won't Fill With Water** – If you just moved in or the dishwasher hasn't been used in a while, pour about a ½ gallon of water in the basin inside the dishwasher and retry.
- **Garbage Disposal Won't Operate** – (1) check to make sure that any GFCI kitchen receptacle is not tripped, (2) push the reset button on the bottom of the disposal then retry the disposal. If it still won't come on, insert the disposal wrenchette (located under the sink) in the bottom of the disposal and turn the wrench back and forth to “unjam” the disposal.
- **Some Receptacles Don't Work** – (1) check for a tripped breaker in the main breaker panel and (2) check for a tripped GFCI receptacle somewhere in the residence.
- **Garage Operator Doesn't Work or Won't Stay Closed** – (1) Check for tripped circuit breaker or GFCI receptacle or (2) verify photo sensors are not disconnected or out of alignment.