

Did you know you can save some hassle and money by troubleshooting common maintenance problems? Please check below and follow the simple directions before submitting a maintenance request.

My ice maker won't make ice anymore OR my fridge/freezer doesn't get as cold as I would like it to be even when set to coldest setting

- Unplug unit for 4-5 hours
- Do not open unit
- Pull away from the wall
- Vacuum behind unit and underneath. Use a duster to make sure all coils are free of dust bunnies

Garage door won't open or close

- Check for power to the unit (plugged in, breaker not tripped)
- Check all sensors—nothing blocking sensor eyes; no cobwebs, bugs or dirt present
- Look at the torsion springs at the top—they occasionally break (do NOT try to open the door if the spring is broken). This may also result in a broken cable.
- If using a keyless entry pad or remote, check batteries
- Check for sun glare which may fool sensor eyes (you may have to block sun glare)

Garbage disposal won't turn on

- Do not put hand in garbage disposal that has power to it!
- Unplug unit
- Use allen wrench on bottom of unit and turn screw ¼ to ½ turn only
- Check for foreign material—popcorn kernels, pennies, plastic utensil pieces
- Plug unit back in
- Press reset button
- Test
- If still no power, check to ensure breaker is not tripped

Dishwasher flooding with suds

- Drain dishwasher
- Briefly run on a rinse cycle to see if the issues repeats (often times overfilled with soap)
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AC is not cooling the house

- Shut AC off for 24 hours – condenser may have frozen up inside
- Restart AC – if issue continues, contact office

My sprinklers are running for hours on end, or I have a broken head causing a gushing or shooting stream of water

- At the sprinkler box, which looks like a clock, turn the system to “off” – contact the office

My outlets won't work in the master bedroom or bathroom

- Locate outlet in master bath with red or black buttons in the middle (says “Test” and “Reset”)—this is the ground-fault circuit interrupter (GFCI).
- Press the Reset button –this resets the electrical current
Located electrical box – turn switches off and on
- Check all light switches, a half hot light switch controls an outlet or part of an outlet to turn off and on

My oven, my microwave, or my plugs don't work in a room

- Locate electrical panel and look for tripped breaker; reset by turning all the way off and back on

My oven or stove takes a long time to get hot, or doesn't maintain the right temperature

- Ovens, stoves and microwaves differ greatly in the way they heat food and liquids. The altitude in our area, and even weather and barometric pressure, also affects cooking times and temperatures. It may not be what you're used to, but a service call can cost you money if the unit is found to be "operating normally".

My furnace won't come on...

- Some furnaces include a switch on or near the furnace unit...check to be sure it's on
- Furnaces will not run if the cover is not secured—ensure covers are on properly