

## **Tips to check before calling a service company;**

### **No heat, nothing happens when you turn the thermostat up;**

1) Check to ensure that the thermostat is in the heating position and turned higher than the room temperature. If the thermostat is digital, try replacing the batteries in it. Try turning the thermostat completely off for 5 minutes and then turn it back on. If this works it may indicate that the furnace is locking out on a "fault" and you should call for a professional to find the reason you furnace is locking out. Read our tutorial on "flashing diagnostic light on furnace board" and see if you can get a code to help the service technician find the problem in case it is an intermittent problem.

2) Check the breaker or fuse in the electrical panel, locate the correct breaker for the furnace, sometime when breakers trip it is hard to tell by looking at it that it tripped, so flip it to the "off" position and then reset it, if you have fuses try replacing the fuse with the same type and amp rating. Breakers and fuses are safety devices that trip when the circuit overheats, if resetting breaker or fuse works but it trips or blows again, call a service man. You should not use the equipment again until a professional finds the problem.

3) Check to insure the shut off switch for the furnace has not inadvertently been turned off. The switch is usually just like a light switch, on/off, and is usually located immediately adjacent to the furnace. Sometimes they are located on a wall or ceiling near the furnace, so if there isn't a switch on the side of the furnace follow the wires, line voltage, until you find a switch.

4) Ensure that the blower door is affixed to the furnace properly. There is a door switch behind the blower door that prevents the furnace from coming on if the blower door is not on properly.

5) **Important:** If you find a reset button on one of the limit switches and it resets the furnace, you should call for a professional to look at your furnace and determine why it tripped. These limit switches are strategically placed in areas of the furnace to trip when extreme temperatures are reached, usually where exhaust can unsafely enter the home.

### **Furnace runs for a while but then I have to turn it off and back on to get it to work again;**

1) This may be a sign that your furnace is locking out due to a fault. By turning the power off and then back on you are resetting the board and the furnace will run again until the fault occurs enough to cause lock out. Obviously it's time to call a technician to find what is causing "lock out", sometimes this just takes easy and inexpensive fixes, such as dirty sensors, plugged condensate drains, or bad pressure switches, but continually resetting will eventually wind up in a permanent "no heat" situation.

2) Check to ensure that your filter is clean. A dirty filter will cause the burners to short cycle and eventually cause the primary board to put the furnace into "lock out". If your filter was really plugged you should have a professional check your furnace to ensure that this did not damage the heat exchanger and cause an unsafe condition.

3) Check for flashing diagnostic code on furnace board and call a professional service company.