

Maintenance Troubleshooting Guide

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DISHWASHER

| PROBLEM | POSSIBLE REASONS | WHAT YOU CAN DO |
|--|---|--|
| You can't get the dishwasher to run. | The door isn't locked. | Relock the door. |
| | The timer or selector button is in the wrong position | Check the setting of both the timer and selector button. |
| | No power is reaching the unit. | Check the fuse box / circuit breaker. |
| | The door switch is defective. | Check the door switch for damage. |
| Dishes are still dirty at the end of the wash | The water isn't hot enough. | First, check the temperature of the hot water from the tap. It should be between 140 and 150 degrees. Also check the hot water setting. Some older dishwashers don't heat the water they rely on the hot water from the tap so it is helpful to run your hot water in your sink to get it hot prior to turning on your dishwasher. |
| | The dishes are not correctly prepared for washing. | Scrape and rinse all dishes before loading the dishwasher. |
| | The dishes are not stacked correctly. | Dishes can't touch and must face the direction of the spray to get completely clean. |
| You can't get the water to stop running. | The water inlet valve is stuck. | Check the valve and see if you can shut it. |
| The dishes aren't drying. | There are mineral deposits on the heating element. | The deposits should come off with vinegar. |
| | The heating element wire is loose. | Call a qualified contractor. |
| | The heating element has burned out. | Call a qualified contractor. |
| | The timer is defective. | Call a qualified contractor. |
| The dishwasher is unusually noisy. | The spray arm is hitting the dishes. | Reload the unit so the dishes don't touch the spray arm. |
| | There isn't enough water in the tub. | Stop using other faucets while the unit fills. |

GARAGE DISPOSAL

| PROBLEM | POSSIBLE REASONS | WHAT YOU CAN DO |
|---|--|---|
| You can't turn on the motor or jammed. | There is no power. | Check the fuse box / circuit breaker. And if the disposal is plugged into a wall outlet, check the wall outlet. |
| | The overload protector switch is tripped | If the flywheel is jammed, free it by first turning the disposal off then using a wooden dowel turn the blades clockwise to free it up. Then push the reset button on the very bottom of the disposal. |
| Motor turns but the unit doesn't grind. | The flywheel is jammed. | Free the flywheel using the above instructions |
| The disposal grinds things too slowly. | There is not enough water. | Run more cold water when using the disposal. |
| | There is improper waste in the unit. | Only dispose of materials allowed by the manual. Do not put egg shells or the peels off of vegetables in the disposal. If you have turn off the disposal and manually remove then use the instructions above for freeing the flywheel |
| The disposal is making an unusual amount of noise. | There is a metallic object in the unit. | Turn off the disposal and Inspect the unit and fish out object with tongs or forceps. |
| The disposal drains slowly. | There is not enough water. | Run more cold water when using the disposal. |
| | The drain line is clogged. | Don't use harsh cleaning agents or allow grease into the drain. Flush with hot water to remove a grease clog. |

REFRIGERATOR/FREEZER

| PROBLEM | POSSIBLE REASONS | WHAT YOU CAN DO |
|--|---|---|
| The refrigerator has stopped running, no sound can be heard and the light is out. | There is no power at the outlet. | Check the fuse box/circuit breaker. |
| | The power cord is damaged. | Check the outlet with a lamp. |
| The refrigerator is not cooling | The thermostat is on the wrong setting. | Change the thermostat temperature. |
| | There are too many items in the fridge and air cannot circulate | Remove some of the items so the air can circulate |
| | The door is open too much. | Open the door as little as possible. |
| The refrigerator makes an unusual noise. | The unit is not sitting level. | Adjust the position of the unit. |

ELECTRIC RANGE

| PROBLEM | POSSIBLE REASONS | WHAT YOU CAN DO |
|---|--------------------------------------|--|
| The range is not working at all. | No power is reaching the range | Check the fuse box/circuit breaker. |
| The oven lamp doesn't work. | The bulb is burned out. | Replace the burned-out bulb with the same type of oven bulb. |
| The timer doesn't work. | The timer hasn't been set correctly. | Check the instructions and reset it. |
| The oven stops self-cleaning. | The door isn't locked. | Try starting over again. |

GAS RANGE

| PROBLEM | POSSIBLE REASONS | WHAT YOU CAN DO |
|--|---|--|
| A surface burner doesn't light. | The pilot light is out. | Follow the instructions for relighting the pilot on your particular range. |
| The pilot flame doesn't remain lighted. | The gas isn't on. | Call the gas company. |
| | The pilot port is clogged. | Use a small wire to clean the port. |
| A burner is burning erratically. | The range is in a drafty place. | Try to prevent drafts near the range. |
| | The burner is clogged. | Clean the burner parts. |
| The oven stops lighting. | There is an incorrect mixture of gas and air. | Call the gas company. |
| | The oven pilot light is out. | Follow the instructions for relighting the pilot on your particular range. |
| The burners make an unusual noise. | There is an incorrect mixture of gas and air. | Call the gas company. |
| You smell gas. | There is an incorrect mixture of gas and air. | Call the gas company. |
| | The pilot is out. | Ventilate the room and relight the pilot. |
| | The gas line is leaking. | Call the gas company. Ventilate the room, extinguish all flames and don't turn on any electric switches. |

GAS WATER HEATER

| PROBLEM | POSSIBLE REASONS | WHAT YOU CAN DO |
|--|---|---|
| There is no hot water. | The pilot light isn't lighted. | Carefully relight the pilot. |
| | The pilot light won't keep burning. | Make sure the gas controls are completely turned on. |
| There isn't enough hot water. | The gas is not coming out. | Call the gas company. |
| | The thermostat isn't correctly set. | Turn the thermostat higher. |
| You can't get the lights or the outlet to work. | No power is reaching the fixtures or outlets. | Check the fuse box/circuit breaker and make sure everything is fully set to the on position or the fuses aren't blown. Check for an overload - too many appliances plugged into one circuit. Unplug all appliances and reset the breaker. Check the GFI outlet and reset it if it is tripped. |

ELECTRIC WATER HEATER

| PROBLEM | POSSIBLE REASONS | WHAT YOU CAN DO |
|---|---|---|
| There is no hot water. | The heater has no power. | Check the fuse box/circuit breaker. |
| | The safety thermostat has quit working. | Push the reset button. Test the heating thermostats and elements. |
| The hot water supply is too low. | The thermostat is set wrong. | Turn the thermostat to a lower temperature. |
| The water temperature is too high. | The thermostat is on the wrong setting. | Turn the thermostat to a lower temperature. |

SEPTIC TANK

| PROBLEM | POSSIBLE REASONS | WHAT YOU CAN DO |
|---|--|--------------------------------------|
| If your home is served by a septic system, to eliminate pump outs, maintain the system properly and cure problems such as backups, wet spots, odor, etc. | Today modern detergents and bleaches destroy the bacteria and enzymes necessary for breaking down and liquefying all waste matter in your septic tank. | Try Clean Aid - Septic Tank Cleaner. |

POOL OR SPA

| PROBLEM | POSSIBLE REASONS | WHAT YOU CAN DO |
|--|--|--|
| Pool or Spa pump not circulating | The pump may have stopped circulating because the water level in the pool/spa is too low. If the water level has dropped below the center of the skimmer, air may get into the system causing it to stop working well. | "Re-prime" the pump by raising the water level in your pool/spa, then remove the pump lid and place a few gallons of water in the pump basket. After re-attaching the pump lid, open the valve under the pressure gauge on top of the filter. Turn your equipment on and when water sprays from the open valve, close the valve. The equipment should re-prime itself. You can tell the pump is working when the pressure gauge moves. |
| Filter is not cleaning. | Filter is dirty. | Clean the filter. If the filter is dirty it will cause an increase in pressure and will reduce the ability of the filter to work properly. Cartridge filters need cleaning approximately every 2 months. DE filters need cleaning 2-3 times a year. |
| There is no power to the equipment. The pool or spa light will not turn on. | Re-set the circuit breaker at the sub or main electrical panel. Pool/Spa equipment should be on its' own circuit. | There may also be a GFI outlet at the equipment. Be sure it is in the re-set position. Spas may have a designated re-set button also. |
| Pool is leaking. | A leak could exist in the pool pump or structure | Fill a bucket with water and place on the pool steps. Make sure the water line in the bucket is at the same level as the pool. Wait 24 hours and check the level in the pool and the bucket and see if there are any differences. If there is no difference then it is evaporation. If the pool level is lower than the bucket level do another 24 hour test with the pool pump turned off. If there is no difference in the levels the problem is probably within the pool pump. Submit maintenance request and notify management of your findings. |
| Pool/Spa heater will not come on. | Filter is dirty. | Clean the filter. If the filter is dirty it will cause an increase in pressure and will reduce the ability of the filter to work properly. Cartridge filters need cleaning approximately every 2 months. DE filters need cleaning 2-3 times a year. |

TOILET

| PROBLEM | POSSIBLE REASONS | WHAT YOU CAN DO |
|----------------------------|---|--|
| Toilet stopped up. | An object has stopped up the toilet. | Try to unstop it with a plunger. |
| Toilet Running. | The flapper needs to be adjusted. | Open the top lid and adjust the flapper. |
| Toilet Overflowing. | An object has stopped up the toilet or roots could have grown into the pipe line or septic tank | Turn off water valve on the left side of the toilet and submit maintenance request |

WASHER/DRYER

| PROBLEM | POSSIBLE REASONS | WHAT YOU CAN DO |
|--|-----------------------------|---|
| Dryer is heating but taking a long time to dry clothes. | There may be lint build-up. | Clean out lint from the dryer vent. Clean off the accumulated lint on dryer vent located in the dryer and at the exterior location. |
| Washer leaking. | A hose may be loose. | Check connections and hoses to make sure they are tight. Tighten if needed. |

ENERGY SAVING TIPS

- Set your thermostat at 68 degrees or lower during the winter months. For each degree you increase the temperature from the recommended setting, you can increase your bill up to 4%.
- Check your heating system's filters once a month and clean or replace as needed. Maintaining the system helps it to run longer while using less energy. GRU has central air conditioner maintenance rebates available.
- Install 14-watt compact fluorescent light bulbs in place of 60-watt incandescent bulbs. CFLs use at least 2/3 less energy than standard incandescent bulbs to provide the same amount of light, and last up to 10 times longer. You can save \$30 or more in energy costs over each bulb's lifetime.
- The most important maintenance task that will ensure the efficiency of your air conditioner is to replace or clean filters monthly. Clogged, dirty filters block normal airflow and reduce a system's efficiency significantly..
- Use ceiling fans to increase comfort level. Set your thermostat at 78 degrees or higher. For each degree you lower the temperature from the recommended setting, you can increase your bill up to 4%. GRU has HVAC system rebates available.
- Don't place lamps or TV sets near your air conditioner thermostat. The thermostat senses heat from these appliances, and causes the air conditioning to run longer than necessary using more energy.
- Install a programmable thermostat to adjust the temperature automatically and maximize energy savings. When cooling, try programming the thermostat to 82° while you are gone in the daytime and return it to 78° two hours before you get home.
- Match pan size to element size when cooking. For small pans, use a small burner and for large pans use a large burner. Using the wrong sized element will cause you to use more energy to cook than when the pan size fits the element size.

- Lower the thermostat on your hot water heater to 120°F. For each 10°F reduction in water temperature, you can save between 3% - 5% in energy costs.
- Provide solar screens for east and west windows. Sunny windows can account for 10% to 25% of your cooling bill by making your air conditioner work two to three times harder.
- You can save as much as 10% a year on your utility bill by simply turning your thermostat down during heating season, up during cooling season or off when you leave home for more than two hours.
- Don't use the "rinse hold" on your dishwasher for just a few soiled dishes. It uses 3 to 7 gallons of hot water each time you use it. Save energy, water and money.
- Insulate your water heater to save energy and money. For every 10 degrees Fahrenheit you lower the temperature setting, you can reduce your bill 3% to 5%.
- Let your dishes air dry. If you don't have an automatic air-dry switch, turn off the control knob after the final rinse and prop the door open a little so the dishes will air dry.
- About 80% to 85% of the energy used for washing clothes is for heating the water. There are two ways to reduce the amount of energy used for washing clothes-use less water and use cooler water. Wash clothes in cold water only. Your clothes will be just as clean as using warm or hot water and you'll save money by not heating water to wash clothes. Save energy, water and money.
- Use glass or ceramic pans when cooking in ovens. This way your can reduce the cooking temperature by 25 degrees and your food will cook just as quickly.
- Clean your dryer's filter after each use. A clean dryer filter will allow your dryer to work more efficiently. Dryer filters full of lint will cause your dryer to work harder and longer; using more energy.
- Check your pool filtering system for debris and leaks. This way the filter will not have to work long and hard to clean the pool.
- Check your central air conditioning/ heating system's filter once a month, clean or replace as needed, and maintain the system so it will run longer and not use more energy than necessary.
- Visit the U.S. Department of Energy Saving Tips for cost-saving information.