A/C - Troubleshooting

If your A/C does not appear to be working properly, there are several things you can check to resolve the issue quickly on your own.

1. A/C is not cooling to temperature set on thermostat:

***If your thermostat is set at too low of a temperature, this will cause your A/C to run continuously causing it to freeze over. On extremely hot days your A/C may not be able to cool your home as well as it normally does. Set your thermostat no lower than 68 degrees, & close vents in rooms you do not use to keep your home as cool as possible during more extreme temperatures.**

A. Check your thermostat batteries as low batteries can cause your thermostat to malfunction. If this doesn't resolve the issue, proceed to the next step.
B. Check your furnace filter, & replace if needed. If this doesn't resolve the issue, proceed to the next step.
C. Check the A/C condenser unit outside your home to see if it is running.



A/C condenser unit

- If there is no sound coming from the A/C condenser unit, it may be frozen over. Shut off your A/C for 12-24 hours. This will allow the ice to melt, & your A/C should run properly once turned back on.
- If there is sound coming from the A/C condenser unit, you can see the fan blades spinning, & you have tried all of the previous trouble shooting tips, please submit a maintenance request through your portal.

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