No Heat - Heater Troubleshooting

Before calling this in, or making a work order request, please check for the possible solution below:

1. Check that your thermostat is set to "on", heat is selected, and set at a temperature that would call for heat (not too low).

2. Check that a GFCI outlet or breaker has not tripped. For a tripped GFCI outlet, check all outlets throughout the house for ones with a GFCI breaker. These outlets will have a test & reset button along with the two power receptacles, and are commonly found where water and and electricity are likely to be present, such as kitchens, bathrooms, laundry rooms, and outdoor spaces. If a GFCI is tripped, there should be a red light present. Press the reset button & watch for the green light to appear. It is important to note that a tripped GFCI will not necessarily be in the same location or near the source of the power outage.

3. Check that there is nothing obstructing the airflow from the heater or heater vents.

4. Furnace Heating - It is common for there to be a light switch on the wall near the furnace that turns the furnace on/off. Because this switch is identical to a light switch, it often gets turned off by mistake. Be sure to check any nearby switches. If flipping the switch does not turn nearby lights on or off, it may be the control switch to the furnace power. Once flipped, the furnace should start running shortly after power is restored. If HVAC is requested & this switch is found to be the source of the problem, tenants may be responsible for paying the maintenance charge.

5. Tripped breaker - Check the breaker box for any signs of a tripped breaker. If you see a tripped breaker, flip it all the way off and back on. Even if there are no signs of a tripped breaker, flip the breaker for the heater/furnace off and back on, as it doesn't always appear to be tripped.

7. Dirty Furnace Filter - Check your furnace filter to see if it is dirty. If so, replace immediately. Dirty filters are the cause of 95% of all heating issues. It is the tenant's responsibility to maintain your furnace filters. If you submit a request for maintenance and your filters are found to be dirty, you likely will be billed for all charges. To avoid inconveniences of not having A/C or no heat, keep spare filters handy and replace them at a minimum of once every three months.

*If your furnace is gas powered, it is also important to verify with the gas company that the service is active & in your name, and that there are no known outages before reporting the issue to management.

After checking the above and you still do not have heat, please submit an on-line maintenance request through your tenant portal, noting any additional information that may be helpful in determining the issue.

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