



Maintenance Troubleshooting

Guide for Tenants

HVAC Troubleshooting:

Dear Tenant,

Please review/try the following troubleshooting steps and let me know if the problem persists.
Thank you

- 1) Check for a dirty air filter (if clogged/dirty - change then let us know if still not working).
Air filters need to be changed every 3 months.
When was the last time the air filters were changed? If they're clogged, the system can stop working.
<https://www.youtube.com/watch?v=SGYrVgFSzV4>

2) Determine if the furnace is gas or electric

*If gas, be sure the pilot light is lit.

3) If no heat – if cold air is coming out. Please turn the thermostat from HEAT to OFF. Wait a minute or 2 then turn back to HEAT. If air is blowing through the vents, then it may be an issue with the filters.

4) Turn the thermostat off, then back on. Reduce temperature on the thermostat to 55. Listen and see if the blower kicks on. Remember to increase the temperature on the thermostat afterwards to the normal temp you keep it at so the furnace does not continuously run.

5) If the thermostat is not responding then please check that the batteries have been changed recently on the thermostat. Keep in mind that if you take out the batteries, all settings will be lost.

6) Check the breaker and reset if need be.

7) Check switch on side of furnace to ensure it is in the ON position

AIR CONDITIONING:

Dear Tenant,

Please review the following troubleshooting steps and let me know if the problem persists.
Thank you!

1. Check for a dirty air filter. Filters must be changed every 3 months. If clogged/dirty this, change filter then notify if still not working.
2. Check all air vents, are the vents open?
3. Check your thermostat settings. Is the thermostat set to "COOL" and fan set to "AUTO"?



4. *NOTE: If it's over 85 degrees and they are turning the thermostat to 70 or below, it will take time because of extreme temps outside and the system needs time to 'catch up', this usually happens overnight when it is cooler outside.
5. Replace thermostat batteries.
6. Check your air conditioner circuit breakers to be sure they are in the on position.
7. Check the condenser line. This is a copper line about as thick as a pencil and located outside next to the blower. It should be warm to the touch. If it is hot then you need to check the blower fan outside.
8. Check your outdoor unit. Locate the blower and ensure the fan on top is running.
9. You can also check the condenser coil, located on the sides of the blower housing. Be sure it is not covered with loose debris (grass, leaves, etc). If covered, it can prevent air from circulating properly. If they appear dirty, turn the whole system off and then clean the coils by spraying with a garden hose. Do not use a pressure washer as it may damage the system. Light pressure is enough.

<https://youtu.be/PYje2IFc8uY>

<https://www.youtube.com/watch?v=bpYHcXwu9JA>

If the air conditioner is not running at all:

Ensure the system is turned on. There is an ON/OFF switch that may be accidentally moved to the OFF position. You may even try turning it OFF and then back to ON.

Try to replace batteries in thermostat.

Check your circuit breakers. They sometimes trip during hot weather or if a circuit overloads.

Check the on/off switch on the blower.

NOTE: If a technician is scheduled to service the unit, please turn it off completely. It may need a couple hours to defrost before anyone can work on it. By turning it off you will save the technician a lot of time.

Water Heater

Dear Tenant,

Please review/try the following troubleshooting steps and let me know if the problem persists.
Thank you

Is the water heater gas or electric?

If gas, has the gas bill been paid?



Check to see if hot water tank is leaking.

Check fuse box for tripped breaker switch.

If you have a gas system:

Check the pilot light (watch video below for how to determine if pilot light is lit). If it has gone out, let maintenance know ASAP.

https://youtu.be/_XYCVgsPu1U

Perhaps the tap to fill the system has been turned off? Ensure that the tap is turned on fully.

If you have an electric system:

Ensure that the safety switch in the fuse/meter box is engaged. If power connection has been connected the same day, wait overnight to ensure that the electric system is not on an “off peak” timer.

Kitchen or bathroom sink clogged

Dear Tenant,

Per the lease, clogged drains are tenant responsibility.

Please review the following troubleshooting steps and let me know if the problem persists.
Thank you!

1. Cover the overflow valve or, if you're working on one side of a double sink, cover the drain on the side that isn't clogged. This keeps the air inside the pipe to maximize the suction power of the plunger. You can also increase suction by putting some petroleum jelly around the cup of the plunger.
2. Place the bell of a plunger over top of the drain, making sure it is submerged in the standing water that is likely pooled in the tub or sink.
3. Push down on the handle gently.
4. Repeat, gradually increasing the force you use to push. Make sure that you keep your motions strong, but don't do it so hard that you break the suction you created before you started.
5. Continue the repetitive pushing motion for 20 seconds.
6. After 20 seconds, stop and remove the plunger. The clog should be cleared at this point.

If using the plunger did not unclog or if it continues to drain slow:

4 Steps to Unclog Your Drain with Baking Soda & Vinegar:



1. Start by pouring a pot of boiling water down the drain.
2. Next, pour a cup of baking soda and 1 cup water/1 cup vinegar solution.
3. Cover with the drain plug and wait 5 to 10 minutes.
4. Pour boiling water down the drain again.

<https://www.youtube.com/watch?v=kUIgj9PnpLg>

<https://www.youtube.com/watch?v=-7kE8JN7t4c>

Be sure to never put the following in your drains: coffee grounds, butter/margarine, cooking oil, grease & other fats, eggshells, pasta, flour, bones, onion peels, potato skins, and corn husk.

IF TENANT PUSHES WANTING REPAIR- We will be happy to send our plumber out to determine the issue. However, if the issue is just a clogged drain, then per your lease the plumber fee will be charged to your rent account. Please send me a message back if you want me to proceed with assigning the plumber to set an appointment with you. Thank you

Leak under sink

Dear Tenant,

If you can't pinpoint the source of the leak, it's fair to suspect the sink drain, which only leaks when the sink is full of water, or the faucet. Place a bucket, pan, or bowl under the leak to catch any water and prevent further damage to flooring/cabinets.

Toilet is running

Dear Tenant,

The water level in the tank is controlled by an adjustable float. A float that's set too low produces a weak flush; if it's set too high, water spills into the toilet overflow tube and the fill valve won't shut off. If the toilet keeps running, adjust the toilet tank float up or down. Please watch the video and try this troubleshooting tip. If the issue continues let us know. Thank you

<https://www.familyhandyman.com/plumbing/toilet-repair/how-to-stop-a-running-toilet/?jwsourc=cl>

Toilet clogged

Dear Tenant,

Per the lease, clogged drains/toilets are tenant responsibility.

Please review the following troubleshooting steps and let me know if the problem persists. Thank you!



Be sure never to put in toilet or flush: baby wipes, Q-tips, cotton pads, female products, diapers, dental floss, paper towels, tissues, medication, hair, cat litter, cooking grease, food.

<https://www.youtube.com/watch?v=3eA2JkZbtng>

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Shower/tub clogged

Dear Tenant,

Per the lease, clogged drains are tenant responsibility.

Please review the following troubleshooting steps and let me know if the problem persists. Thank you!

How to plunger a tub drain:

1. Place the bell of the plunger over top of the drain, making sure it is submerged in the standing water that is likely pooled in the tub or sink.
2. Push down on the handle gently.
3. Repeat, gradually increasing the force you use to push. Make sure that you keep your motions strong, but don't do it so hard that you break the suction you created before you started.
4. Continue the repetitive pushing motion for 20 seconds.
5. After 20 seconds, stop and remove the plunger. The clog should be cleared at this point.

If plunging did not fix it.

4 Steps to Unclog Your Drain with Baking Soda & Vinegar:

1. Start by pouring a pot of boiling water down the drain.
2. Next, pour a cup of baking soda and 1 cup water/1 cup vinegar solution.
3. Cover with the drain plug and wait 5 to 10 minutes.
4. Pour boiling water down the drain again.

<https://www.youtube.com/watch?v=BXPJ7BfqVQ>

IF TENANT PUSHES WANTING REPAIR- We will be happy to send our plumber out to determine the issue. However, if the issue is just a clogged drain, then per your lease the plumber fee



will be charged to your rent account. Please send me a message back if you want me to proceed with assigning the plumber to set an appointment with you. Thank you

Main drain clog / sewage back up-assign Warrior (they will camera/video)

If main drain backs up or if tub has sewage coming up or if tub, sinks, & toilet are all blocked

Garbage disposal:

Dear Tenant,

Please review the following troubleshooting steps and let me know if the problem persists. Thank you!

1. <https://youtu.be/w1OkhMs6VIg>
2. Turn the disposal ON and listen. Is it completely quiet, or does it make a slight humming noise?
3. If it makes no noise, try using the “RESET” button located on the bottom of the disposal. Push the button all the way in and then try using the disposal again to see if that fixes the problem.
4. If the disposal makes a humming noise but does not spin, it is probably jammed. Try looking inside with a flashlight to see if anything is visibly stuck. Look for the disposal wrench attached to the disposal and use it to turn the bottom of the disposal counterclockwise. Then press the reset button on the bottom of the disposal.
5. Unplug the disposal underneath the sink to ensure it has no power. Use long pliers or another grabbing tool to remove any items jammed in the blades. Do not stick your hand inside!
6. Put a broom handle or wooden spoon inside the disposal. Try giving it a gentle twist to break the blades loose. Do not use extreme force.
7. **** Never put these items down the disposal: grease, chicken bones, onion peels, potato skins, and corn husk! ****
8. **Do not use liquid drain cleaner in the kitchen sink, especially in a garbage disposal.**

Refrigerator:

Dear Tenant,

Please review/try the following troubleshooting steps and let me know if the problem persists. Thank you

Option 1:

Be sure your freezer is not too full. Be sure the air vents are able to circulate properly.



Also, clogged coils can cause poor **cooling**. Take off the front vent (bottom of fridge), clean/vacuum the vent cover front & back. Watch this video on how to clean the coils with your vacuum. <https://www.youtube.com/watch?v=h0ytzetkjGQ>

Once the coils have been vacuumed, plug in the **fridge** and make sure the fan runs when the compressor is running.

Next, check to make sure nothing is stuck in the condenser fan and that it spins freely (models with coils on the back won't have a fan). To do this, unplug the **fridge** and pull it out.

Option 2:

First make sure there is some ice build-*up* to ensure that the thermostat should be tripped. You don't have to wait until the *refrigerator* stops *cooling* just a few days.

Option 3:

If food is freezing in your refrigerator, there are steps you can take to try to solve the problem.

1. Reset your **refrigerator's** temperature. If your **refrigerator** is too cold, locate the temperature gage and adjust it accordingly. ...
2. Rearrange your food. ...
3. Check your **refrigerator's** door seals.

Appliance broken knobs

Get the make and model and search on the internet for a new one to be mailed to them

If a handyman is going to the property already for another job, they can fix it with a washer ring:
See video: <https://www.youtube.com/watch?v=Qc58j3zSwbs>

Smell gas from oven

Dear Tenant,

Is the smell of gas right when the oven starts and then it goes away? If it is, then that's normal.

If you continue to smell gas, call the gas company ASAP. The Gas company will inspect the home for a leak. If a leak is determined by the Gas company and gas was shut off, send a picture of the ticket provided by the Gas company to Greater STL Rentals as soon as possible. This ticket should show where they determined the gas leak is located and it will help maintenance determine how to assign for the repair.

Please review this article:



<https://itisfixed.com/oven-repair-atlanta/oven-smells-like-gas/>

Dishwasher won't drain

Dear Tenant,

Please try these troubleshooting tips and let us know if the issues continue. Thank you

1. Check the pump seal.
2. Check the **dishwasher** door.
3. Check the cycle.
4. Check the electrical source.
5. Check your **dishwasher drain** hose.
6. Check the garbage disposal and **drain**.
7. Check to see if you have a clogged air gap in your sink.

https://youtu.be/b2TWg_3kvA

Dishwasher won't dry dishes

Dear tenant,

Please try these troubleshooting tips and let us know if the issues continue. Thank you

Make sure you are selecting the right settings If your dishes are coming out consistently still wet, try to use the highest heat setting or the strongest drying option possible on your dishwasher when selecting the wash cycle.

Make sure the rinse aid is topped up If you're using the correct settings and that doesn't make any difference, make sure that the rinse aid is filled up. Rinse aid helps to dry your dishes at the end of a cycle, and for most models of dishwashers, there is a built-in rinse aid dispenser that you simply need to fill up with rinse aid.

Make sure the water temperature is high enough Another important way to ensure your dishes come out dry is to make sure the water temperature in your dishwasher is at least 120 degrees Fahrenheit when it enters the dishwasher through the hot water pipe.

Make sure you load the dishes properly When stacking your dishwasher, it's also important to make sure all dishes are stacked correctly so that they can dry out at the end of a wash cycle. Dishes like plates should be stacked on an angle for best results and also make sure cups and bowls are facing down.



If those simple tips haven't solved the problem, the next few steps involve checking some of the components in your dishwasher to ensure they are not faulty.

The best place to start is to check the dishwasher vent. The vent opens up to let out the steam in your dishwasher after the rinse cycle. The purpose of this is to help the dishes dry quicker and better. If the vent becomes defective, your dishes won't be able to dry properly or at all. Here's how to check the dishwasher vent: Locate the vent. Check the vent to ensure it can open and close properly.

Outlets not working

Dear Tenant,

In order to help save you money, we have created our easy to follow the troubleshooting steps. As per your lease agreement if a vendor is dispatched and the issue could have been resolved by our troubleshooting steps the cost of the trip charge will be billed back to you.

For example - If you call about an electrical outlet not working and all the vendor had to do was flip a switch or a breaker, the charge from the vendor gets billed to you.

Sometimes electrical outlets will literally burn out. ... To easily determine if your outlet problem results from a broken outlet or the appliance you are using, plug something else into the outlet. Before calling the professionals, check all GFI electrical outlets in the room and check the circuit breaker or fuse panel.

Look for a GFI plug, which is typically in locations near water like the kitchen, bathroom, or garage. The GFI is designed to "trip" or cut electrical power in case of a short, like when you drop a curling iron in the bathtub. You can reset the GFI by pressing the "RESET" button in the middle. You may have to push the "TEST" button and then the "RESET" before it will turn back on.

There may be more than one GFI. Sometimes the GFI is on the circuit breaker, so be sure to check the panel for problems as well.

<https://youtu.be/AaLFA2ybWMs>

In an effort to save you time (taking off work to meet a vendor) and money (getting the vendor invoice billed to you), we have created a database of troubleshooting tips. Please contact our office for a link and we will send over the appropriate video covering your specific problem.

Lights won't turn on

Dear tenant,

Please be sure your electric bill payment is up to date. Are other electrical items in the home working? This can help determine if the power is off in the entire home.



If power is out in the entire home-contact your local power company to inquire if there are any power outages in your neighborhood.

Check the connections at the switch and make sure that they are tight. Be sure that the power is off to the circuit that you are working on. With the power shut off, check the wire connections at the light fixture and at the breaker panel to make sure they are all connected tightly.

Let me know if the problem persists. Thank you!

Loss of electricity/outlets not working

Dear tenant,

Please review the following troubleshooting steps and let me know if the problem persists. Thank you!

Please be sure your electric bill payment is up to date. Are other electrical items in the home working? This can help determine if the power is off in the entire home.

If power is out in the entire home-contact your local power company to inquire if there are any power outages in your neighborhood.

Check the fuse box for tripped breaker switch.

Reset the breaker by moving it to the full “off” position and then back to the “on” position.

Check your appliances. Unplug all of them. Reset the breaker, plug one appliance in at a time to locate a possible faulty appliance.

Look for a GFI plug, which is typically in locations near water like the kitchen, bathroom, or garage. The GFI is designed to “trip” or cut electrical power in case of a short, like when you drop a curling iron in the bathtub. You can reset the GFI by pressing the “RESET” button in the middle. You may have to push the “TEST” button and then the “RESET” before it will turn back on.

There may be more than one GFI. Sometimes the GFI is on the circuit breaker, so be sure to check the panel for problems as well.

<https://youtu.be/trLeLJdMWWI>

Circuit breaker continually goes off

Dear tenant,

Please review the following troubleshooting steps and let me know if the problem persists. Thank you!



Check to see if too many appliances are running. Common culprits include high-energy devices such as microwaves, refrigerators, clothes dryers, toasters, curling irons, blow dryers, computers, printers, or space heaters.

Smoke detector

Dear tenant,

Please review the following troubleshooting steps and let me know if the problem persists.
Thank you!

<https://www.youtube.com/watch?v=djGUZp3p6VY>

Normally the smoke alarm will emit a beeping sound when the batteries are not working or are losing their charge.

Test your smoke and carbon monoxide detectors every thirty days.

If a unit fails a test, change the batteries.

If a new battery does not work, submit a Meld.

Do not disconnect, remove, or otherwise disable a smoke detector or carbon monoxide detector.

Garage Door won't open/close

Dear tenant,

Please review the following troubleshooting steps and let me know if the problem persists.
Thank you!

**Try to open/close with the pad on the wall (NOT remote).

11 Reason why it will not open/close

1. Be sure the photo-eye is blocked (or misaligned)
2. Its power source is disrupted.
3. The torsion springs are broken.
4. Remote control malfunction (or batteries are dead)
5. Snapped or loose cables.
6. Sensitivity needs adjustment.
7. The limit setting is off.
8. The door has dislodged from its track.
9. Something is blocking the door.
10. "Disconnect" has been switched.
11. The door is locked.



https://youtu.be/LjuSXZ5_7XU

Reset a garage door remote control

Dear tenant,

Please review the following troubleshooting steps and let me know if the problem persists.
Thank you!

<https://www.youtube.com/watch?v=5jtMqP2th7o>

Break Ins or someone broke a window

If the tenant, occupants, grass mowers, etc broke window glass:

Dear tenant,

We understand that accidents and natural occurrences do happen, however, per the lease broken windows are tenant responsibility. We can refer you to window company, but you will have to contact the window company for an appointment and pay for the service. Please let us know if you would like a window company referral.

Please be sure to cover the window and have this service completed ASAP to prevent any further damage to the premises or water leakage. Thank you

If a break in or attempted break in:

Dear tenant,

We understand that issues with security are stressful and it is unfortunate when these occurrences happen. However, per the lease, tenant is solely responsible for security at premises and broken windows are tenant responsibility. We can refer you to window company, but you will have to contact the window company for an appointment and pay for the service. Please let us know if you would like a window company referral.

Please be sure to cover the window and have this service completed ASAP to prevent any further damage to the premises or water leakage.

We do suggest you file a police report as well.

Thank you

