



### General Maintenance Troubleshooting Tips

1. Electrical outlet or light does not work, or breaker keeps tripping:
  - a. Check the circuit breaker – make sure it is on. Sometimes this breaker is located on the outside of the house. For some apartments, a master breaker switch is located on the outside as well.
  - b. Press the re-set button on ALL GFI receptors in the unit (generally 2 in the kitchen & 1 in the bath).
  - c. Plug in something else to the outlet (maybe your item no longer works).
  - d. Check the bulb wattage – you should not use bulbs over 60 watts in most light fixtures (some allow higher wattage such as a heat lamp). Bulbs in the bathroom above a sink should not exceed 25 watts. If you keep replacing a bulb and it burns out quickly, try a lower wattage.
  - e. See what is plugged into the outlet. Many outlets can only handle a certain number of watts; if too many things are plugged in or something that uses high wattage (e.g. space heater) is plugged in, it could keep tripping the breaker.
2. Refrigerator/Freezer doesn't work or is not getting cold:
  - a. Check the circuit breaker – make sure it is on.
  - b. Make sure it is plugged in.
  - c. Make sure the settings inside are turned on.
  - d. Clean out all items in the freezer. Make sure nothing is in front of any ventilation areas or plugging up any holes (e.g. sandwich ties accumulate at bottom and may plug a drain hole, or ventilation area in back is covered).
3. Gas heat or electric heat does not work or is not blowing warm air:
  - a. If gas, make sure Cascade Natural Gas has turned on the gas.
  - b. Verify the pilot light is on.
  - c. If electric, make sure the circuit breaker is on.
  - d. Flip the breaker off then flip it back on.
  - e. If gas, make sure you have replaced the furnace filters (you should do this at least every other month).
  - f. Make sure heating vent areas are free of rugs, carpets, furniture, etc.
  - g. Check the thermostat settings.
4. Hot water tank not working:
  - a. If gas, call Cascade Natural Gas to make sure the gas is turned on and/or check pilot light.
  - b. Make sure the circuit breaker is on.
  - c. Flip the breaker off then flip it back on.
5. Not enough hot water:

- a. Remember – all tanks will eventually run out of hot water and need time to re-fill. If you have several people using hot water at once (taking more than 1 shower, doing dishes, running the dishwasher, etc.) it will deplete the hot water. You may want to plan the use better.
  - b. See “hot water tank not working section”.
6. Disposal doesn't work:
  - a. Make sure the disposal switch is off and make sure the drain is cleared. Most of the time if the disposal is grinding, making a strange noise, or hums; it is because something is preventing it from turning.
  - b. After checking the drain, press the reset button on the disposal located under the sink. There is either a red or black button on the side or the bottom of the disposal. Press this then try the disposal again.
  - c. Check the breaker or the GFI receptors. If there is no noise, usually it is because there has been an overload or a power outage and the breaker needs to be reset.
  - d. Make sure the disposal is plugged in.
  - e. Review the disposal discussion under the Appliance Guide section for valuable information regarding what goes down a disposal.
7. Toilet keeps flushing (only related to 601 E. Holly):
  - a. Sometimes when water has been shut off at the main valve due to repairs, individual apartment toilets may flush automatically. The metal piece coming out from the wall has a screw at the top. Use a screwdriver to adjust the screw to get the toilet to stop.
8. Toilet or tub stopped up:
  - a. If too much material is put in the toilet bowl at one time or an object is placed in the toilet that restricts the flow, it will stop up. You may want to try to plunge it first.
  - b. For clogged tubs or sink drains, use a product called “Hair Away” available at most hardware stores.
  - c. If the tub is stopped up, remove plug and try to clear the drain of any hair.
9. Leak under sink:
  - a. Make sure the fitting on the pipe is tight.
  - b. Put a small pan underneath to check to see if the leak has stopped after tightening the fitting.
  - c. Use a paper towel to wipe the area to find the source before calling.
10. Dishwasher is not getting water, not working properly, or leaking:
  - a. Check the soap. You can't use soap meant for hand washing dishes in the dishwasher because bubbles/water will overflow from the washer.
  - b. Make sure the dishwasher has been properly stacked. Sometimes a pot or pan is placed preventing something from working. If you are unsure, re- stack the dishes and try again.
  - c. Clear out the bottom and make sure no food or utensils are stuck.
  - d. Check underneath the sink and make sure the water valve is turned on & check the breaker.
  - e. Do NOT use Costco brand gel tabs or other types of gel tabs – try another non-gel detergent. Gels can lead to excessive bubbles causing an overflow.

- f. Most dishwashers drain into the same pipe that the disposals use. Make sure the disposal is clear of any debris and working properly.
  - g. Sometimes try running the dishwasher without anything (dishes or soap) in it to see if the problem could be related to any of the items mentioned above.
11. Washing machine not getting water or is not working properly:
- a. Make sure both water valves are turned on.
  - b. Make sure the washing machine settings are properly set (sometimes if the setting is not in the actual position, it will affect its operation).
  - c. Check the breaker.
  - d. If the washer is over-loaded with clothes, it may become off balanced. This will cause the spinner in the washer to make a load banging sound. Take the clothes out and only put half back in and try again.
12. Exhaust fan or light over stove not working:
- a. Check the breaker or GFI receptors.
  - b. Make sure the switch on the wall that controls the exhaust fan and light is on (not all properties will have this – after they are turned on at the switch, you can turn them on at the fan area).
  - c. If just the light – change the bulb.