

Maintenance Troubleshooting Guide

In an effort to keep you from experiencing a delay with maintenance requests and to avoid unnecessary charges to your ledger, here are some simple troubleshooting tips:

PROBLEM: Bathroom sink/tub drains are slow:



This is most likely caused by hair in the drain. There is a tool that can be purchased at any home improvement store. The tool is a long piece of plastic with 'teeth' up and down each side. You can put it down the plugged drain and pull up the hair and/or debris that is clogging the sink. No chemicals are necessary to remove the blockage.

PROBLEM: Doorbell won't work:

Check batteries for the doorbell (if applicable).

PROBLEM: Garbage disposal related issues:



1. The garbage disposal does not come on.

Check the breaker that controls the garbage disposal. If that is not the issue, push the reset button underneath the unit.

2. The garbage disposal is humming but will not run.

This means that there is something caught under the blade. Unplug the unit or turn off the breaker that controls the unit, then make sure that your kitchen cloth or something else has not fallen into the disposal. If nothing appears to be caught, use a wrench and move the nut under the unit to the left and then to the right to see if you can get the

blades to free up or use a broom handle and move the blades to the left and to the right to see if you can get it to clear. **NOTE:** Never put potato skins, onion skins, banana peels, artichoke hearts/leaves, corn husk/silk, or oil/grease down the sink. These items will plug up the sink and the disposal.

PROBLEM: Garage door will not go up/down:



First, check to see if there is a light on the eye and whether it is green or red. Then check the breaker to confirm that there is power going to the opener. Next, try opening the door from the button on the wall. If that works, but the remote does not, check the batteries in the remote. Finally, most garage doors have an electronic eye on either side of the door about 6 inches above the ground. These two eyes need to be lined up

directly across from each other and they cannot have any dust or debris on them. If they are not lined up properly or they are dusty, they can cause the door to stop working. It is common for one of the eyes to get bumped out of alignment. It is also fairly common for something as simple as a cobweb to obstruct the view of the eye and cause the garage door to stop operating.

PROBLEM: Gas Fireplace is not working

Check the pilot light. If it is not lit, call PG&E (1-800-PGE-5000) and they will come out to light it for you free of charge.

PROBLEM: Heating/Air Conditioning is not working properly:

Filters are your responsibility to change a minimum of once every 3 months. The filters are typically located either in the ceiling in a hallway or in the wall in a hallway at about knee height.

PROBLEM: Kitchen sink is plugged:

Run your garbage disposal and plunge at the same time to create a vacuum which will clear most clogs.

PROBLEM: Lights and/or electrical outlets won't work:

First, make sure the light bulbs are not burnt out. If they are, it is your responsibility to replace the light bulbs.



Next, confirm that there is not a wall switch that controls the outlet. Tip: If you see an electrical outlet that looks like it is upside down, it is that way on purpose. It is installed that way so that you know it is controlled by a wall switch.

Next, press all of the red GFCI reset buttons on all of the outlets that have them in the house. Sometimes you can trip a GFCI protected outlet one room and it will affect lights and outlet in other rooms.



Finally, check the breaker box. Every home has a box that contains breakers. The breaker box is generally located on the exterior side of the house or in the garage. Breakers look and act much like light switches. They can occasionally 'trip' meaning 'turn off' which causes certain electrical issues.



PROBLEM: Microwave Filter is clogged:

Simply remove the filter, soak it for a short time in warm water and run it through the dishwasher every 30 days. This is a very important because it helps the microwave to breathe as it gets grease and dirt caught in it.

PROBLEM: No hot water

Check the pilot light. If it is not lit, call PG&E (1-800-PGE-5000) and they will come out to light it for you free of charge.

PROBLEM: Smoke detectors and/or CO detectors are chirping

The batteries for both the smoke detectors and carbon monoxide detectors are your responsibility to maintain. If either or both are chirping, be sure to check the batteries before submitting a maintenance request.

PROBLEM: Toilet is clogged

Flush and plunge *at the same time*, and repeat several times. This creates a vacuum that helps to unclog the toilet.

PROBLEM: Toilet seat cracked

If you have lived at the property for more than 6 months and the toilet seat cracks, it is your responsibility to purchase a new one.