NORTH PRAIRIE DEVELOPMENTS LTD.

FURNACE TROUBLESHOOTING

Steps to take when you have NO HEAT

DID YOU KNOW?

A new furnace may emit an odor when it's turned on for the first time. As well, an established system may emit an odor after being unused for an extended time; such as after the summer months. This is caused by dust that has settled in the ducts, and should dissipate after the furnace has run continually for a few hours. If the smell continues, please contact our office for further guidance.

1. Check that the thermostat is set at "HEAT"
 - Make sure temperature is set higher than the current room temperature.

2. Make sure furnace switch is powered ON
 - This is a RED SWITCH usually located by basement stairs or by the furnace.

3. Check electrical panel to ensure the circuit breaker marked 'Furnace' is in ON position
 - If the circuit has blown or tripped (OFF), reset the circuit breaker by flipping it all the way off and then on again.

4. Make sure amber light on furnace door is solid
 - If the light is flashing, the flashing will create a code that will help diagnose what is wrong with furnace. Write this code down before calling for service.

5. Check furnace filter
 - Ensure filter is clean to allow air flow. The filter should be changed once a month for at least the first 6 months in a new home and then every 1-2 months after that. If furnace filter is plugged, change the filter, turn off the furnace at the switch for 3 minutes and then turn back on again to reset the system.

6. Make sure the front cover panel on the furnace is in place correctly for the furnace & thermostat to operate
 - When in place, the cover panel compresses a button to tell the blower it is safe to operate.

7. Check exhaust vent on the exterior of the home to ensure not blocked with ice or snow
 - If it is blocked, clear off ice or snow, turn off the furnace at the switch for 3 minutes, and then turn back on again.

If these troubleshooting tips do not identify a solution, please call our office and we can provide further guidance.