



**smile** knowing you can easily  
keep up with home maintenance.

*It's a good feeling to take care of your home.*



LONG LIVE HAPPY HOMES®



**sigh** with relief knowing you can give your home the love and care it needs.

*We've taken the guesswork out of home maintenance.*

In this manual, you'll find maintenance tips to help you avoid any system or appliance "downtime," and a troubleshooting guide of common problems and solutions that may help you save the cost of a potential service call.

It's a great feeling to take care of your house. That's how it truly becomes a home you can be proud of.

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 **here for you,** day or night.  
**800.775.4736**

Relax, knowing that if and when something goes wrong with your home's major systems or appliances, that are eligible for coverage in your service agreement, you have a customer service team available 24/7. After we receive your call for services that are covered by your service agreement, a qualified service provider will contact you to schedule an appointment.




**here's a quick  
overview of  
what this  
manual covers:**

- Heating System
- Air Conditioning System
- Electrical System
- Plumbing System
- Faucets
- Water Heater
- Garbage Disposal
- Dishwasher
- Refrigerator
- Oven/Range/Stovetop
- Microwave Oven
- Trash Compactor
- Washer/Dryer
- Septic System
- Well
- Pool and Spa



Keep a track record of your **happy home** with this maintenance checklist.

MAINTENANCE CHECKLIST

APPLIANCE/SYSTEM	MODEL	SERIAL NUMBER	LAST CHECKUP
<div> Record your systems and appliances model, serial number and last checkup date that you can easily reference when requesting service.</div>			
Heating System			
Garage Door Opener			
Air Conditioning System			
Electrical System			
Main Sewer Line			
Plumbing System			
Water Heater			
Garbage Disposal			
Dishwasher			
Refrigerator			
Range/Oven			
Microwave			
Trash Compactor			
Washer			
Dryer			
Septic System			
Well			
Hot Tub			
Pool			



# **maintenance tips**

*Keeping up on maintenance helps increase the life-span of your home's systems and appliances.*

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## **HEATING SYSTEM**

- Call the gas company immediately if you notice a gas smell.
- Check filters every month and replace as necessary.
- Have your mechanical systems serviced annually and your ductwork cleaned before each heating season.
- Blower units making excessive noise should be brought to the attention of a licensed technician.
- Clean and dust the radiators and heating vents and inspect the radiators for any signs of leakage.
- Bleed air from your radiators on an annual basis.
- Check the exhaust pipe on your gas furnace for any loose connections.
- Keep your outdoor unit clean and free of debris.
- Have your system annually serviced before each air conditioning season.



## **AIR CONDITIONING SYSTEM**

- Check filters every month and replace as necessary.
- Keep your outdoor condensing unit clean and free of debris.
- Have your system annually serviced before each season.



## **ELECTRICAL SYSTEM**

- To prevent loss of power or increased risk, do not overload any one circuit in your home.



## **PLUMBING SYSTEM**

- Do not flush any paper products down a toilet other than toilet paper.
- A simple plunger may solve many of your clogging problems.
- Check any of your exposed plumbing lines for corrosion or leaks.
- In the event the weather is extremely cold, allowing a faucet to drip slowly may help avoid a freezing water line.



## **FAUCETS**

- A dripping faucet may be repaired by simply replacing an o-ring, cartridge or vinyl gasket.
- Clean and remove any hard water or mineral deposits with apple cider vinegar to avoid a slow water flow.



## **WATER HEATER**

- Check the water heater for signs of leaking or corrosion.
- Inspect the bottom of your water heater drain pan or floor for signs of rust or water staining.
- Drain and flush your water heater twice a year per recommendation of manufacture maintenance manual by attaching a common garden hose to the drain valve at the bottom of the heater or follow the manufacturer's instructions.
- Remove the heating elements from your electric water heater and soak in vinegar to remove any corrosion or sediment build up or call a qualified plumber.



## **GARBAGE DISPOSAL**

- Remember to always run the water while you are using the disposal.
- To avoid stoppages, continue to run the water for at least two minutes after you turn the disposal off.
- Using the disposal with a tray of ice cubes, pieces of lemon/lime, or baking soda will help keep your disposal clean and smelling fresh.
- If you drop a piece of silverware in your disposal turn the power off immediately before you attempt to remove it.
- If the disposal should become jammed, use a disposal wrench which should attach at the bottom of the disposal. Turn the wrench counter clockwise until it turns easily. Press the red reset button on your disposal and it should operate properly.



# **maintenance tips**

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*Keeping up on maintenance helps increase the life-span of your home's systems and appliances.*



## **DISHWASHER**

- Use vinegar to remove mineral deposits from the heating element.
- Keep the spray arm clean and free of any soap buildup.
- When loading, be sure the dishes do not interfere with the movement of the spray arm.
- Periodically use a rinse agent to minimize soap film.
- Using a granular soap rather than a liquid soap will help reduce the suds in the dishwasher. Too many suds may cause water to drip from the door.
- Check for any sign of leaks or water stains on the floor.



## **REFRIGERATOR**

- Use a vacuum cleaner to clean behind and underneath the refrigerator at least once a year.
- Clean and dust the sides and top of your refrigerator regularly.
- Check and clean the interior shelves, lining and door gasket every three months.
- Help keep the inside of the refrigerator smelling clean by keeping a cup of baking soda in the refrigerator at all times. A slice of lemon or lime will also work.



## **OVEN/RANGE/STOVETOP**

- Avoid using heavy or extra large cooking pots or pans.
- Keep the inside of your oven clean by only using the self-cleaning function, if available.
- Use a vacuum cleaner to clean behind and underneath the stove at least once a year.
- Keep the stovetop clean and free of spilled food or grease buildup around the burners.



## **MICROWAVE OVEN**

- Do not use any containers or dishes that are metal or have any kind of metal trim or edging.
- Clean the interior with a diluted soap solution or baking soda. An abrasive cleaner may damage the lining and expose metal causing the unit to fail.



## **TRASH COMPACTOR**

- Help prevent odors by replacing the deodorant supply regularly based on the amount of usage.
- Before running, make sure the bag is properly positioned and secured.



## **WASHER/DRYER**

- Ensure that the washing machine "legs" are adjusted for a level installation by turning the "legs" counterclockwise to raise and clockwise to lower.
- Make sure the water level of each wash load is appropriate for the volume of clothes. Do not overload the machine.
- Remove and clean the lint screen after each drying cycle has been completed.
- Use a vacuum cleaner to clean behind and underneath both the washer and dryer at least once every three months.
- Annually check the lint vent and make sure it is not blocked.



# **maintenance tips**

*Keeping up on maintenance helps increase the life-span of your home's systems and appliances.*

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## **SEPTIC SYSTEM**

- Inspect and pump the septic tank every three to five years to help prevent costly repairs to the leach field.
- Do not dispose of non-decomposable materials through your home's sewer system. Examples of items that should not be put down the drain are: cooking fats and oils, disposable diapers, facial tissue, coffee grounds and cigarette butts.
- Make sure you do not overload your washing machine with detergent. Too many soap suds may cause problems with your septic system by killing the valuable bacteria essential for a properly functioning system.



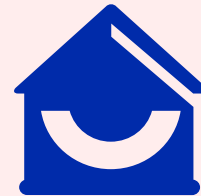
## **WATER WELL SYSTEM**

- Determine the age of the well and what state agency is responsible for issuing well permits. If a permit was issued when your well was originally drilled you will be able to verify any restrictions that may exist for use of your well. Some wells are only approved for water use inside the home, others allow for outdoor watering of gardens or for supplying water to livestock.
- Determine the flow rate of the well by calculating how many gallons per minute the well will produce and how long the well will produce this amount of water. As a rule of thumb, most residential wells should produce at least seven gallons of water per minute for more than one hour. A licensed well pump installer can provide you with this information if necessary. If the well does not produce enough water, a holding tank must be used to compensate for the low flow rate of the well.
- What is the water quality from the well? Check with your state or county health department to determine where a water sample can be tested for quality.



## **POOL AND SPA**

- Maintain a proper water level as recommended by the manufacturer.
- Keep the water chemically balanced by regularly testing throughout the season.
- Have your pool and spa regularly maintained and serviced by a local pool and spa company.



Stay up-to-date  
on the latest  
maintenance tips.

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**Visit the happy  
homes blog:  
[blog.2-10.com](http://blog.2-10.com)**



# troubleshooting guide

*Helpful hints and solutions for troubleshooting scenarios for systems and appliances breakdowns.*

**PLEASE NOTE:** To avoid incurring a service fee, please reference this troubleshooting guide first. If troubleshooting does not solve your issue, please contact 2-10 Home Buyers Warranty® to see if the item is eligible for coverage. These are recommendations, but you should always follow the manufacturer's guide.



## heating

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
No heat.	No power to the heater.	Check and reset breaker.
	The blower belt is broken.	Replace the belt.
Not enough heat to rooms.	The filter is dirty.	Replace the filter.
	The registers are dirty.	Clean the registers.
	A register is closed.	Check and open all registers.
	Blocked ductwork.	Check and clear ductwork.
	Separated ductwork.	Repair with duct tape.
	Duct damper position problem.	Adjust room dampers.
Soot in the house.	Blower belt is loose.	Tighten blower belt.
	The filter is dirty.	Replace the filter.
	The ducts are dirty.	Have the ducts professionally cleaned.
Heating unit is making an unusual noise.	Heat exchanger may be cracked or damaged.	Call a qualified service provider.
	A pulley may be loose.	Check and tighten all pulley screws.
	Blower motor belt may be worn out.	Replace the belt and adjust the tension.
	Blower motor bearings are dry.	Oil the bearings.



## air conditioner

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The unit has stopped operating.	There is no power to the unit.	Check and reset breaker.
The air isn't cool enough.	The condenser coil is dirty.	Clean the condenser unit so air can freely circulate around the coil fins.
	The insulation has fallen off the feed lines.	Replace the insulation.
	There is direct sun on the evaporator unit.	Create shade for the unit.
	The filter is clogged or dirty.	Clean or replace the filter.
The unit cycles on and off.	The drain hose from the condenser pan is clogged.	Clear the hose so the water is able to flow freely.



## electrical system

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The lights do not work properly.	There is no power to the unit.	Check and reset breaker.
The outlets do not work properly.	There is no power to the outlets.	Check the circuit breakers to be sure they are set properly.
	Too many appliances are plugged in and using electricity at the same time.	Reset the GFI outlet if applicable. Unplug all appliances and reset the breaker.



## plumbing pipes, faucets and fixtures

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
A faucet outlet has a deteriorated finish or is broken.	Chemical or mineral deposits have caused damage.	Remove and replace the outlet aerator.
The sink drains slowly.	A blockage of hair, soap scum, or grease exists.	Use a drain maintenance product available at your local hardware or grocery store.
Water does not run freely from the showerhead or faucet.	Chemical or mineral deposits have caused a restriction.	Clean the showerhead or faucet with vinegar.





## water heater (electric)

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
There is no hot water.	No power to the heater.	Be sure the unit is plugged in and then check and reset the circuit breaker.
	Defective or failed thermostats.	Test and replace thermostats.
	Defective or failed heating elements.	Test and replace heating elements.
	Sediment build-up in the tank.	Drain and flush the tank.
There is not enough hot water.	The tank is too small.	Install a larger capacity tank.
	Defective heating element.	Test and replace heating element.
	Thermostats are defective or require adjustment.	Test and replace or adjust thermostats.
	Insufficient insulation around thermostats.	Pack insulation around thermostats.
	Hot water faucets are leaking.	Repair leaking faucets.
The water is too hot.	The thermostat is set too high.	Turn down the thermostat.
	The heating elements are defective.	Test and replace heating elements.
	Thermostats are defective.	Test and replace the thermostats.
The water heater is leaking.	The seal on the heating element is defective.	Check and replace the seal.
	The safety valve is defective.	Check and replace the safety valve.
	The tank has a cracked liner or has rusted through.	Replace the water heater.
	A plumbing line or connection has failed.	Call a qualified plumber.
The heater is noisy.	Rust, scale, or sediment have developed in the tank or heating elements.	Drain and flush the tank to remove the sediment.
		Remove and clean the heating elements with vinegar.



## water heater (gas)

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
There is no hot water.	The pilot light is out.	Follow manufacturer's instructions to relight the pilot light.
	The pilot light will not stay on.	Make sure the gas valves are on and the thermocouple is near the pilot flame and connected to the gas control.
	The burner assembly is clogged.	Replace the thermocouple.
	Defective thermocouple.	Call a qualified service provider.
	No gas is reaching the burner.	Call a qualified service provider.
There is not enough hot water.	Thermostats are defective or require adjustment.	Test and replace or adjust thermostats.
	The tank is too small.	Install a larger capacity tank.
	The burner is clogged.	Call a qualified service provider.
	Hot water faucets are leaking.	Repair leaking faucets.
	Hot water pipes are not insulated.	Insulate the hot water pipes.
The water is too hot.	The thermostat is set too high.	Turn down the thermostat.
	Thermostats are defective.	Test and replace heating elements.
	The exhaust may be blocked.	Check the exhaust vent and clear it of any obstruction.



## garbage disposal

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The motor will not turn on.	No power to the unit.	Make sure the unit is plugged in. Check and reset the circuit breaker.
	Defective on/off switch.	Check the wall switch, repair or replace.
	The overload switch has tripped.	Make sure the unit is not jammed and then push the red reset button.
The motor hums, but does not grind.	The blades are jammed.	Turn off the power and clear any items that are jamming the blades.
		Turn the blades manually to be sure they are no longer jammed.
		Push the reset button.
The disposal is not grinding properly.	There is not enough water.	Run cold water when using the disposal.
	Improper waste in the disposal.	Consult the disposal manual for a list of improper waste material.
The disposal leaks.	The sink or drain connection is loose.	Tighten the flanges or replace the gaskets.
The disposal trips a circuit breaker.	Too many appliances are on the same circuit.	The disposal should be on its own 15 amp circuit.
The disposal is making more noise than it should.	A hard object is in the unit.	Inspect and remove any hard objects with pliers or tongs.
	Disposal mounting screw has become loose.	Tighten the mounting screw where it attaches to the bottom of the sink flange.



## microwave oven

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The unit will not turn on.	No power to the unit.	Make sure the unit is plugged in, check and reset the breaker.
The touch pad is not working.	The clock is not set.	Reset the clock.
	A programming sequence was entered improperly.	Press "Clear" on the touchpad and re-program.
There is a popping noise coming from inside the unit.	There is metal or metallic trim on an item in the unit.	Remove metal or metal-trimmed items from inside the unit.
	The unit was turned on with nothing in the unit.	Make sure you always have an item in the unit when you turn it on.



THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The dishwasher will not turn on.	The door is not closed properly.	Be sure the door is properly closed and latched.
	No power to the unit.	Be sure the unit is plugged in properly and reset the breaker.
	The door latch is defective.	Inspect the door latch, repair or replace as necessary.
	The control selector is in the wrong position.	Adjust the control to the correct "Start" position.
The dishwasher will not fill with water.	The water filter is clogged.	If equipped, clean the intake water filter.
	The overflow switch is defective.	If the switch sticks in the "full" position the unit will not fill with water.
	The water valve is not on.	Replace the switch.
		Make sure the valve in the feed line is on.
	The timer has failed.	Track the feed line until you find the valve.
		Replace the timer.
The dishwasher makes a funny noise.	A spray arm is hitting the dishes.	Make sure the dishes do not obstruct the spray arm(s).
	A knocking sound occurs from a defective water intake valve.	Replace the water intake valve.
The soap dispenser does not open.	Soap build up is interfering with proper operation.	Remove soap build up and clean with vinegar.
	The lid may be blocked.	Make sure the lid is not obstructed.
The dishes are wet.	There may be a problem with the heating element.	Make sure all the electrical connections around the element are secure and clean the element with vinegar.
	The timer is defective.	Replace the timer.
The dishwasher is leaking.	The door seal has failed.	Make sure the seal is clean and free of any soap buildup or waste.
		Clean or replace as necessary.
	The hose clamps are loose.	Check and tighten clamps.
	The door hinges have failed.	Replace the door hinges to regain a tight fit of the door.
	Liquid soap.	Switch to a powder soap.



## dishwasher con't.

The dishes are still dirty.	The water is not hot enough.	Run hot water from the faucet and then turn the dishwasher on.  If the problem remains, call a qualified service provider.
	The dishes are not loaded properly.	Redistribute the dishes so they face the water spray and are not too close together.
	The soap is not effective.	Replace with new powder soap.
	Too much food was on the dishes prior to loading.	Rinse the dishes before loading.
The water continually runs.	The timer may be defective, the water intake valve has failed, or the overflow switch is not functioning properly.	Call a qualified service provider.
When the dishwashing cycles are complete there is standing water in the tub. (One or two cups of water is normal)	The drain hose may be kinked or obstructed.	Clear the drain hose and make sure it is not kinked.
	The pump is blocked or has failed.	Make sure the pump drain is not blocked. Call a qualified service provider as necessary.
	The kitchen sink drain may be clogged.	Both the dishwasher and garbage disposal may use common drain lines with the kitchen sink.  Run cold water and the disposal to clear any drain line blockage.



## refrigerator

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
No power to the unit.	The unit is not plugged in or the outlet is not working properly.	Make sure the unit is plugged in; use a portable appliance to verify the outlet is working properly.
	The breaker has tripped.	Check and reset the breaker.
The unit has power, but it is not cooling properly.	The condenser coils are dirty.	Clean the coils with a vacuum.
	The condenser fan is malfunctioning.	Check the fan and repair or replace as necessary.
	The thermostat is not set properly.	Adjust the thermostat as necessary.
	The door gasket is defective.	Replace the door gasket to eliminate cold air from escaping.
	The room temperature is very hot.	The unit may be operating properly, try to cool the room.
	Heavy frost accumulation.	Defrost the unit more frequently.



## refrigerator con't.

The unit makes funny noises.	The unit may not be level.	Level the unit.
	The drain pan is rattling.	Make sure the pan is not touching the sides or the compressor.
	The fan blades are hitting something.	Make sure the fan blades are not bent or obstructed.
The unit ices up and will not defrost.	The drains are clogged.	Clear the drains.
	The door gasket leaks or is damaged.	Replace the door gasket.
	The drain hose is damaged or cracked.	Replace the drain hose.
The refrigerator leaks water.	The drain line is clogged or the drain pan is full.	Clear the drain line and empty the drain pan.
The refrigerator has a bad odor.	The drain pan is dirty.	Clean and sanitize the drain pan.
	There is spoiled food in the unit.	Remove any spoiled food; keep an open container of baking soda in the unit until the odor is gone.



## oven/range/cooktop (electric)

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The range will not turn on.	The unit has no power.	Make sure the unit is plugged in, check and reset the breaker.
One of the burners does not turn on.	The element is not properly "plugged in."	Remove the burner and replace to a fully secured position, ensuring it is properly "plugged in."
	The burner is defective.	Remove the burner and plug it in to another burner position.  If it still does not work, replace the burner.
	The burner wiring, terminal block or switch is defective.	Test each part and replace as necessary.
The oven timer is not working properly.	The timer fuse is blown.	Replace the fuse.
	There is a loose connection.	Turn off the power and tighten all connections.
	The timer is bad.	Replace the timer.



## oven/range/cooktop con't. (electric)

The oven overheats.	An oven vent could be clogged.	Clear the clog and replace the filter as necessary.
The oven does not maintain the set temperature.	The door gasket is damaged and leaks. The calibration of the thermostat is not correct.	Replace the door gasket. Contact the manufacturer for recalibration instructions.
A feature on the control panel does not work.	A fuse has blown.	Check accessory circuit fuse.
The self-cleaning function of the oven is not working.	The oven door is not locked.	Shut and lock the oven door and restart the self-clean cycle.



## oven/range/cooktop (gas)

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
No ignition to the oven or burners.	The pilot light is out. Gas is not turned on. The burner cap may not be set properly.	Relight the pilot. Make sure the gas valve is turned on; consult the gas company if necessary. Make sure the cap matches the burner size and is sealed properly.
The burner will not stay on.	The pilot port is clogged. The pilot is getting blown out.	Turn off the gas and clear the port. Avoid drafts near the range.
The burner flame is not steady.	The burner may be clogged. The gas mixture is incorrect.	Clean the burner surface and port. Call the local gas company.
The oven does not bake evenly.	Circulation in the oven is not adequate. The exhaust vent may be clogged. The oven was not preheated. The door seal leaks.	If you cover a shelf with aluminum foil make sure you have at least 2 inches of clearance on the sides and back. Clear the vent and replace the filter as necessary. Preheat the oven before baking. Replace the door seal.
There is a gas odor coming from the unit.	The pilot light has gone out. The gas line is leaking.	Open any windows and doors to create good ventilation and relight the pilot. Call the gas company immediately.



## trash compactor

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The unit will not turn on.	No power to the unit.	Make sure the unit is plugged in, check and reset the breaker.
	The safety lock is not on.	Turn on the safety lock.
	The drawer is open.	Make sure the drawer is securely shut.
The trash is not fully compacted.	The pulley, gears or drive chain is loose or broken.	Check and tighten or replace as necessary.
	The ram has jammed.	Oil the ram and replace the screws if stripped out.
A breaker trips during the cycle.	There are too many appliances on one circuit.	Unplug other appliances, check and reset the breaker.
	There may be a short in the power cord.	The unit may need its own circuit. Make sure the cord, plug and switch are operating properly.
The unit makes loud noises.	The unit needs to be lubricated.	Oil the unit.
	Some parts may have come loose.	Check and tighten all screws and bolts.
	The drive chain is loose.	Tighten the drive chain.
The unit has a bad odor.	The deodorant is empty.	Replace deodorant.
	The deodorant dispenser is clogged.	Clear the nozzle with a thin piece of wire or remove and run the nozzle under warm water.





## clothes washer

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The unit will not turn on.	No power to the unit.	Make sure the unit is plugged in, check and reset the breaker.
The unit will not fill with water.	The water valves are turned off.	Make sure the water valves are turned on.
	Water line filters are clogged.	Make sure the hose filters are clear.
	There is a kink in a water hose.	Check and straighten both water hoses.
The unit fills with water, but will not run.	The tub may be overfilled.	Remove some laundry and redistribute the remaining laundry in the tub.
	The timer is defective.	Wait 15 minutes to allow the machine to reset. Replace the timer.
	The lid is not closed properly.	Make sure the lid is closed and the safety switch is working.
	The drive belt may be loose or broken.	Tighten or replace the drive belt as necessary.
The unit is leaking water.	The hose connections are loose.	Check and tighten the hose connections.
	Possible failed parts: gasket, mixing valve, hoses, overflow switch, or sensor.	Check and replace the defective parts as necessary.
The unit vibrates more than it should.	The laundry load is unbalanced.	Distribute the clothes evenly.
	The machine may not be level.	Level the machine.
The unit will not drain.	The lid is not closed properly.	Because the unit spins and drains at the same time, be sure the lid is closed.
	The drain hose may be kinked.	Check and straighten the drain hose.
	The position of the drain hose may be too high.	If the drain hose is more than 4 feet above floor level and it cannot be lowered easily, call a qualified service provider.



## clothes dryer

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The unit will not turn on.	The unit is not getting power.	Make sure the unit is plugged in, check and reset the breaker.
	There is a bad switch or timer.	Check and replace as necessary.
The motor runs, but the drum does not turn.	The belt drive is loose or broken.	Tighten or replace the belt.
	The drum is stuck.	Check the drum and remove any obstructions.
	The drum support mechanism is broken.	Check and replace as necessary.
The clothes don't dry.	The lint trap or exhaust vent is clogged.	Clear the trap or vent.
	There are too many clothes in the dryer.	Remove some clothes.
	The door gasket leaks.	Check and replace the door gasket.
	The heating element may not be operating properly.	Check the heating element, thermostat and timer and replace as necessary.
The unit will not shut off.	The unit has a bad timer.	Check and replace the timer.



## septic system

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The waste lines in the home are draining slowly or are backing up.	The septic tank is full.	Inspect the septic tank to confirm the tank is full and that there are no other blockages in the waste lines.
		Have the tank pumped. To reduce the number of times the tank will require pumping, maintain the system properly to insure the natural bacterial breakdown of the tank contents.
		Be aware that most of today's soaps and bleaches will adversely affect the healthy growth of bacteria in the tank.



## water well system

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The well is not producing enough water.	There has been a reduction in the aquifer. Compare the current static water level with the static water level records at the time the well was drilled. A lower level will confirm depletion in the aquifer.  Neighboring well interference.	Reduce water use or drill another well that taps into a different aquifer.  Identify neighboring wells located in the same aquifer. Reduce pumping rates as required.
An unnatural build up of residue or mineral scale on household plumbing fixtures.	There is a biofilm or mineral build up in the well casing, well screen or pump intake.	Shock chlorinate the well and water system for the biofilm buildup, usually once or twice a year.  Have a drilling contractor clean, scour and acid treat the well in order to remove the mineral buildup.
Sediment in the water.	Sediment is getting through the perforated casing or screen.	Contact a qualified drilling contractor.



## pool and spa

THE PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
The circulating pump will not turn on or is not operating properly.	There is no power to the circulating pump.  The water level in the pool or spa may be too low and the pump has lost a prime.	Make sure the unit is plugged in, check and reset the circuit breaker.  Raise the water level in the pool or spa and prime the pump by adding a few gallons of water to the pump basket and follow instructions in your pump manual.
The heater is not working.	The unit is not receiving gas or power.  The filter is dirty.	Be sure the gas valve is in the correct position, check and reset the circuit breaker.  Clean the filter with a backwash process or remove and clean the filter cartridge.
The filter is not operating properly.	The filter is dirty.	Keep the filter clean.

**notes:**

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