

FURNACE TROUBLESHOOTING

GUIDE

5 THINGS TO
TRY BEFORE
YOU CALL



CAPITAL

HEATING • COOLING

INDOOR AIR QUALITY



LET'S GET STARTED

One of the most common reasons for emergency service calls is when the furnace is trying to kick on but won't. While we happily provide our furnace repair services, we've put together a gas furnace troubleshooting guide that includes **5 things** you can quickly check yourself before calling a furnace repair company.

1. CHECK THERMOSTAT SETTINGS BEFORE FURNACE TROUBLESHOOTING

"ON" OR "AUTO" SETTING

Before you roll up your sleeves and head to the basement or utility closet to check your furnace and fuse box, take a look at your thermostat to ensure it's set to the "on" or "auto" position. (This sounds so obvious, but many of our furnace repair calls are a result of the thermostat set to "off" - it may have gotten moved accidentally to the "off" position during dusting, cleaning or moving.) The "on" or "auto" position is going to help us double check you have power going to the furnace.

TEMPERATURE SETTING

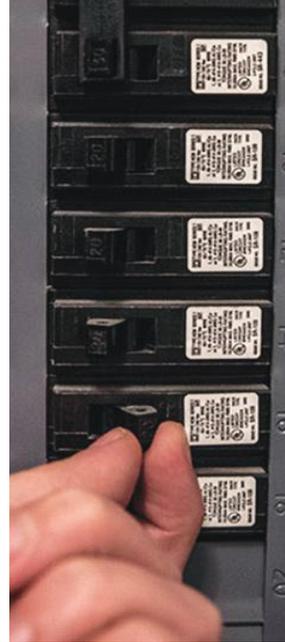
In addition to ensuring the thermostat is set to "on" or "auto", you'll also want to make sure you have the temperature set to a degree that will actually turn the furnace on (anything over 70 should do the trick.) Give your HVAC system a minute for the fan and heat to turn on - if that didn't work, crank the heat to 90 degrees to stop it from turning on and off while you're troubleshooting.

If the fan doesn't come on after you've moved the switch to "on" or "auto", and tried adjusting the degrees, then we move along our furnace troubleshooting checklist.

2. CHECK CIRCUIT BREAKERS

If you've ruled out the thermostat, head to breaker box to make sure none of the circuit breakers have been tripped (aka turned off). For the less mechanically inclined (hey, we don't judge) the circuit breaker box is usually located in the basement, a main closet, or utility closet and looks like a metal box with a bunch of sideways switches. One of those switches should hopefully be labeled "furnace," "heating system," or "HVAC" and will be facing the opposite way of the rest if it's been tripped.

We need the circuit breaker to be "on" to allow electricity to run the furnace fan. So, to turn the furnace circuit breaker back on, simply move it back to the "on" position. Note, if circuit breakers continue to trip you may have a more serious issue that requires a professional electrician.



3. IS THE FURNACE POWER SWITCH "ON"?

If you've ruled out the main power source from the breaker box, move on to check the power to the furnace itself. How you ask? Great question - the furnace power switch looks like a regular light switch and is usually on a wall near the furnace, or on the side of your furnace like the one shown here. Unfortunately, because it's typically not labeled - and resembles a light switch, it's common for someone to move it to the "off" or "down" position thinking they're saving you money on lighting bills, when they're actually turning off your furnace.



Money Saving Tip: Signing up for a furnace maintenance plan will save you money on the furnace cleaning and any recommended repairs.

4. CHECK DRAIN LINE

If the thermostat and power look good, let's move on to a couple last things including checking the drain line. The condensate drain line is located in most cases on the side of your furnace and is white or clear. If this line becomes clogged, it can cause water to back up and trigger an overflow shut off switch. Do you notice any water pooled around the drain or furnace? If so, this may be a good indicator your condensate drain line is clogged. Cleaning the condensate drain line is relatively simple if you don't mind the mess. Essentially, you'll want to pull apart the drain line at a connection, suck out the gunk with a shop vac, then use hot water and bleach to try to clean out the blockage. If this doesn't work, or the clog seems to be in a spot that's difficult to access, we recommend calling for furnace maintenance service which includes a thorough inspection and cleaning of the entire system. Our HVAC technicians are highly trained to troubleshoot all types of gas furnaces and will have your furnace repaired in no time.



5. CHECK THE FURNACE FILTER

We're in the home stretch now. If all else has failed to get your furnace to kick back on, the last thing for a homeowner to safely check is the furnace filter. Is the furnace filter dirty or clogged? A clogged furnace filter prevents sufficient air flow from getting to the furnace motor, causing heat and pressure to build up in the furnace. A safety switch limits the temperature of the furnace by shutting it down until it cools off, once cooled it will allow it to restart. But, the furnace will continue to cycle on and off until it completely fails or the filter is cleaned or replaced.

If a dirty air filter is the culprit, we recommend changing or cleaning your filter, and scheduling a furnace tune up for a more thorough furnace cleaning and filter change.

WE HOPE THIS GUIDE HAS BEEN HELPFUL.

If your furnace is still not turning on, give us a call or contact us online to schedule furnace repair.

We're open 24 hours, and always available to help you.

