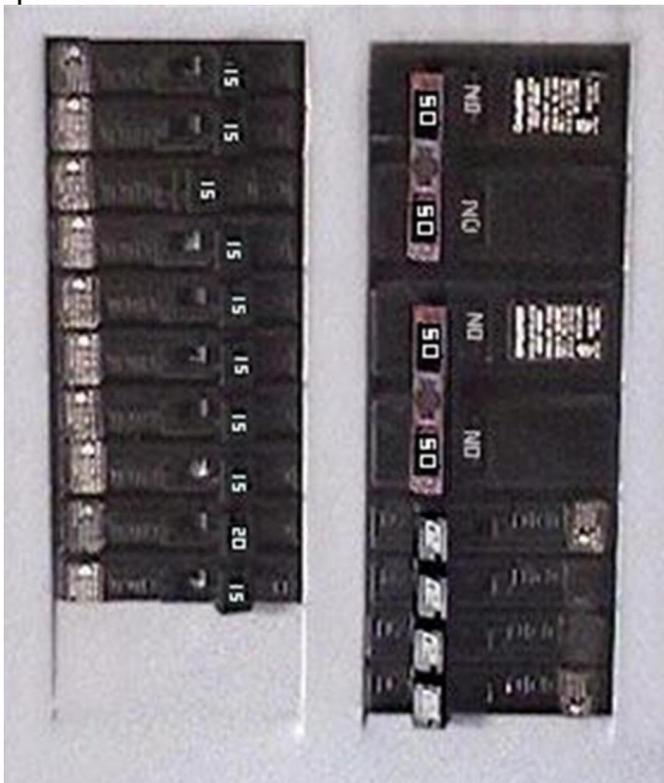




Maintenance / How to's

I lost power or I need to reset the circuit breaker

A circuit breaker provides protection by stopping the flow of electricity if an overload or fault occurs. When an electrical fault occurs or the load on your circuit becomes too great, the breaker on that circuit trips and interrupts the flow of current to that circuit. A tripped circuit breaker is still sometimes referred to as a "blown fuse" in reference to the older technology that circuit breakers replaced.



Before electricity can be restored, the circuit breaker must be reset. However, even before you do that, you must take steps to ensure that it is safe to do so. Turn off or unplug all of the devices that are plugged into the circuit. Make certain no dangerous condition exists before restoring power. A Circuit Breaker

which has been tripped will either be in the middle or "OFF" position. Locate the tripped circuit breaker and reset it by pushing it all the way to the "OFF" position and then back to the "ON" position. Often when you cannot reset the circuit breaker, it is because it must be turned all the way to the "Off" position first.

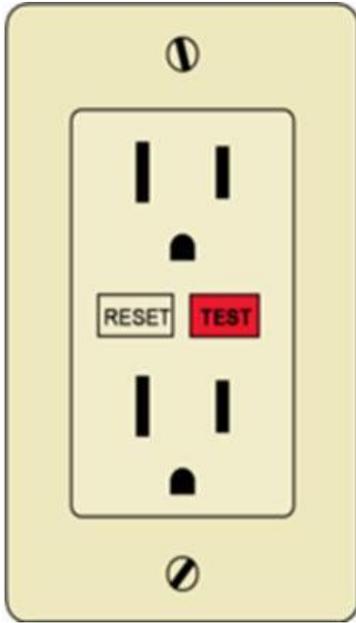


Electricity should now be restored to the circuit. If the circuit breaker trips again before you have turned anything on or plugged anything in, please submit a maintenance request right away.

If no circuit breakers were tripped and you still do not have power at an outlet, the circuit is probably on a GFCI.

I lost power to the bathroom, kitchen, or outside

A GFCI (ground fault circuit interrupter) outlet is a device that adds a greater level of safety by reducing the risk of electric shock in locations such as bathrooms, kitchens, laundry rooms and outdoors.



A GFCI outlet may be wired in a branch circuit, which means other outlets and electrical devices may share the same circuit and breaker (or fuse). When a properly wired GFCI trips, the other devices down the line from it will also lose power. Note that devices on the circuit that come before the GFCI are not protected and are not affected when the GFCI is tripped.

If you have an outlet that doesn't work, and the breaker is not tripped, look for a GFCI outlet which may have tripped. The non-working outlet may be down line from a GFCI outlet. Note that the affected outlets may not be located near the GFCI outlet, they may be several rooms away or even on a different floor. Pressing the "Reset" will restore the circuit.. If the outlet doesn't reset, what ever appliance that is causing it to trip, may still be unplugged. If after unplugging everything, checking the circuit breaker or fuse, and resetting the GFCI does not work, please submit a maintenance request right away.

Checking for a blown fuse

If you have an older home, you may have fuses as opposed to circuit breakers. Located inside or outside of your home is a fuse box that contains a fuse for each of your home's circuits. A fuse provides protection for each of your circuits. When an electrical short occurs or the load on your circuit becomes too great, the fuse on that circuit burns out and breaks the circuit; this is what is referred to as a "blown fuse".

Before electricity can be restored, the fuse must be replaced with a new fuse. However, even before you replace the fuse, you must take steps to ensure that it is safe to do so. Turn off or unplug all of the devices that are plugged into

the circuit. Make certain that no dangerous condition exists before restoring power.

Replace the fuse with a fuse that is of the proper rating for the circuit. For instance, if the circuit is rated for 15 amps, use a 15 amp fuse. Never use anything other than a fuse of proper rating.

When removing or inserting a new fuse, NEVER touch the metal parts of the fuse. If your fuse box is equipped with a master switch to cut power to the fuse box, cut the main power prior to replacing the fuse.

Electricity should now be restored to the circuit. If the fuse blows again before you have turned anything on or plugged anything in, submit a maintenance request right away.

If the fuse blows after plugging in or turning on a device, that device may have a short or may be placing too much of a load on the circuit.

If no fuses were blown and you still do not have power at an outlet, make certain that the switch, if any, that controls the outlet is turned on. If you can find no problem, the outlet, switch, wiring or some other component may be at fault. Also, the outlet may be on a GFCI branch circuit.

No Heat - Electric

Before calling in your problem or making a work order request, please check the below possible options.

- Check that a fuse hasn't blown or that the circuit breaker hasn't tripped. Replace with the appropriate fuse or reset the circuit breaker.
- Check that your thermostat is on, heat is selected, and set at a temperature that would call for heat (not too low)
- Check that there is nothing obstructing the airflow from the heater or heater vents
- Electric furnaces, not baseboards or cadet heaters, often have a light switch right next to the furnace which turns the furnace off. Because this switch is identical to a light switch, it gets turned off by mistake. Simply check any nearby switches. If they don't turn lights on and off, they may be turning the furnace on or off.

After checking the above and you still do not have heat, please submit an on-line maintenance request

No Heat - Gas

Before calling in your problem or making a work order request, please check the below possible options:

- Check that a fuse hasn't blown or that the circuit breaker hasn't tripped. Replace with the appropriate fuse or reset the circuit breaker.
- In or around most furnaces there is what looks like a light switch. This operates the power to the furnace. Be sure this switch is on before completing the online maintenance request. You will be charged for the heating company to flip this switch.
- Check that your thermostat is on, heat is selected, and is set at a temperature that would call for heat (not too low)
- Verify that you have gas service in your name or has not been disconnected for non-payment or other issues.
- Can you hear any fans or blower running? If no noise at all, must be one of the items above
- Is there a window with a blinking or steady red light? If so, please explain what you are seeing if you submit a work order request.
- Are your furnace filters dirty? If so, replace immediately. Dirty filters are the cause of 95% of all heating issues. If your lease requires you to maintain your furnace filters and you submit a request for maintenance and your filters are found to be dirty, you likely will be billed for all charges. To avoid inconveniences of not having A/C or no heat, keep spare filters handy and replace them at a minimum of once every three months.

If after checking the above and you still have no heat, please submit an on-maintenance request.

Troubleshooting your dishwasher:

Symptom	Check
Dishwasher does not work - no sound, water or lights	<p>Click on underlined items for further information</p> <ul style="list-style-type: none"> • Check for a blown fuse or tripped circuit breaker • Check that the dishwasher is plugged in securely or • Check the door latch
Dishwasher does not start but motor hums	<ul style="list-style-type: none"> • Submit a maintenance request

Dishwasher does not fill with water or it drains while filling	<ul style="list-style-type: none"> • Check that the water supply is turned on. The valve may be located under the sink. • Check the door latch • If problem continues, submit a maintenance request
Water does not drain from the dishwasher	<ul style="list-style-type: none"> • Clean the drain • Re-run an entire cycle and see if problem continues
Dishwasher is leaking water or soap leaks around the door	<ul style="list-style-type: none"> • Check your garbage disposal to make sure the drain is not clogged. • Make certain that your detergent is intended for dishwashers. Do not use liquid dish soap. • If problem continues, submit a maintenance request
Dishwashers not cleaning properly	<ul style="list-style-type: none"> • get cleaning agent product from WL May called Glisten
Door does not close or latch properly	<ul style="list-style-type: none"> • Check for obstructions • Check the door latch
Dishwasher cycle does not complete	<ul style="list-style-type: none"> • Let the dishwasher complete the cycle wherever it is at, then re-start a new cycle and it should clear itself.
Detergent cup does not open	<ul style="list-style-type: none"> • Check and clean the detergent cup for obstructions
Dishes are not cleaned adequately	<ul style="list-style-type: none"> • Clean the drain screen • Spray off dishes before using the dishwasher • Run several cycles with no soap to clean out soap residue.

Smoke Detectors:

Most people think smoke detectors will also detect carbon monoxide, this is false. They make detectors that will but most properties do not have this type. They are usually clearly labeled if they detect carbon monoxide as well as smoke/fire.

Smoke detectors have 2 alarms that mean different things.

A) Beep/chirp approximately 2-3 times every 5 minutes most of the time means the battery needs changed. If that doesn't fix it, it may have lost power to the unit or have a loose connection. If you unplug the detector from the ceiling/wall, it will probably continue making noise because there is a back-up battery in most of them. If you take the battery out it still has enough power stored internally to beep 4-5 more times.

B) Beeping/chirping non-stop means there is smoke/fire or it's a false alarm. See below for false alarms.

- Most false alarms (chirping non-stop) are caused by dust in the sensor area of the detector. - Fixed by blowing out with compressed air or vacuum.
- Some smoke detectors have an expiration date (10yrs for example & usually labeled on back of unit) and after that time period they start having false alarms. - fixed by replacing expired detectors.
- Very rarely, false alarms are caused by drastic temp./weather changes, like attic being 120 degrees and house at 75. - Fixed by pushing the silence button (if it has one) and after a short time it will reset and hopefully not falsely go off again.
- Very rarely, false alarms are caused by air blowing directly on the detector (open window, ceiling fan blowing upward instead of downward, etc.). - Fixed by re-directing air movement away from detector.
- Very rarely, false alarms are caused by a defective detector. - Fixed by replacing detector.

Garbage Disposal Troubleshooting

Never put your hand in the hopper (down the drain into the disposal)!

PROBLEM 1: Disposal Will Not Turn On (no noise)



If the disposal will not turn on and it is NOT making a humming sound, then there is an electrical problem.

- First, press the Reset button found on the bottom or side of the unit. If it has reset, the button will be popped out.
- If that does not work, check to see if the circuit breaker has tripped and turned off in the electrical service panel, if so flip the breaker all the way off, then all the way back on.
- If the disposal will still not turn on and makes no noise, the garbage disposal may be beyond repair and needs to be replaced, please submit a maintenance request

PROBLEM 2: Stuck Flywheel / Disposal Will Not Run (makes a humming noise)



If the garbage disposal won't turn on but makes a humming sound when you flip the switch, it won't do that for long. That means you have a stuck flywheel and the reset button on the unit itself or the fuse or circuit breaker in your electrical service panel will trip and turn off very quickly. The flywheel is stuck because something is lodged between it or the impeller(s) and the shredder ring.

- To start the repair, turn off power to the garbage disposal at the electrical service panel.
- Reminder: Don't ever put your hand down into the garbage disposal hopper (grinding chamber).
- Take the Allen wrench we've supplied beneath your sink and insert the wrench into the flywheel turning hole in the bottom of the unit. If your particular disposal doesn't have an allen wrench hole please use the broom stick method below.
- Once the wrench is inserted, turn it clockwise to dislodge the stuck impeller or flywheel. When it dislodges, you'll feel the flywheel turn freely.
- Another approach is to try and use a wooden broom-handle or similar wooden object to free the stuck impeller and flywheel from the top of the unit through the drain.
- Place the broom-handle into the hopper and against an impeller. Use leverage to try and free the stuck flywheel. As before, when it dislodges you'll feel the flywheel turn freely.