

Compliments of...

Babette Preciado
BPS Property, LLC

Emergency Information

Prepared for...

**In an
emergency,
CALL 911**

Stay calm.
Describe the
emergency.
Don't hang up
the phone.

Emergency Medical _____

Poison Control Center _____

Police Department _____

Fire Department _____

Ambulance _____

Family Physician Name _____

Family Physician Phone _____

Mom's Work Phone _____

Mom's Cell Phone/Pager _____

Dad's Work Phone _____

Dad's Cell Phone/Pager _____

Neighbor's Name _____

Neighbor's Phone _____

Friend's/Relative's Name _____

Friend's/Relative's Phone _____

This phone number is _____

This address is _____

Directions to this address _____

*Thank you for
your business.*



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Problems & Solutions

Prepared for...



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Refrigerator



Symptom	Possible Causes	Solution
Refrigerator cools poorly or runs constantly	■ The freezer may be overpacked, not allowing the evaporator fan to work properly.	■ Move food in the freezer away from the evaporator fan.
	■ There may be heavy frost accumulation in the freezer.	■ Defrost the freezer more often.
	■ The door may be opened too much.	■ Open the refrigerator door as little as possible.
	■ The temperature setting may not be adjusted correctly.	■ Adjust the temperature setting inside the refrigerator. The ideal temperature setting for the freezer is between 0° and 5°F, and the ideal setting for the refrigerator is between 35° and 40°F. Allow 24 hours for the temperature to equalize.
	■ The door gasket may be bad.	■ Straighten the door gasket by applying a blow dryer to the door gasket to dry it. This should straighten them out.
	■ The coils may be dirty.	■ Clean the coils under the refrigerator with a coil brush.
	■ The light inside the refrigerator is on. ■ The weather may be hot and humid. If the refrigerator constantly runs but cools well, there is no problem.	■ Check the door switch.
Refrigerator cycles on and off	■ The door gasket may be bad, and leaking hot air in the refrigerator.	■ Straighten the door gasket by applying a blow dryer to the gasket to dry it. This should straighten them out.
	■ The coils may be dirty.	■ Clean the coils under the front of the refrigerator with a coil brush.
Refrigerator does not run	■ The refrigerator may not be plugged in.	■ Determine whether the refrigerator is plugged in.
	■ The power may be out.	■ Ensure that there is power in the home; determine whether the circuit breakers are tripped or if the fuses have blown. Reset the circuit breakers if needed. ■ To discern whether it is the refrigerator or electricity within the home that needs service, plug a lamp into the same outlet as the refrigerator is plugged into. If the lamp turns on, the refrigerator needs servicing. If the lamp does not turn on once it is plugged in, the electricity needs servicing.
Refrigerator is making a lot of noise	■ The back of the refrigerator may be dirty.	■ Clean the back of the refrigerator with a handheld vacuum.
	■ The refrigerator may not be sitting level.	■ Ensure the refrigerator is sitting level.
	■ The drain pan may be touching the sides of the refrigerator.	■ Move the drain pan so it does not touch the sides of the refrigerator.
Refrigerator leaks underneath	■ There may not be a drain pan under the refrigerator, or if there is a drain pan, it may be broken.	■ Replace the drain pan.
Refrigerator smells unusual	■ The drain pan is dirty.	■ Clean and disinfect the drain pan.
	■ The drains inside the refrigerator may be clogged.	■ Open and clean the drains inside the refrigerator. To do this, simply take the storage drawers out of the refrigerator. You will find the drains behind the drawers. Clean the drains with soap and hot water. Once you are done, return the storage drawers to their original compartments.

Dishwasher



Symptom	Possible Causes	Solution
Dishwasher will not turn on	<ul style="list-style-type: none"> The door may not be locked or latched properly. The dishwasher may not be plugged in or the switch turned on, depending on your model. The timer is not set to the ON position. The RINSE AND HOLD setting may be in the ON position. This setting must be in the OFF position for the dishwasher to operate. There may be no power. 	<ul style="list-style-type: none"> Ensure that the door clicks when closed, and closes all the way. Press the RESET button until you hear two clicks. Ensure that the dishwasher is plugged in and that the switch is turned ON. Ensure the timer is set to the ON position. Ensure that the RINSE AND HOLD setting is in the OFF position. Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers haven't tripped, or the fuses blown. Reset the circuit breakers if needed.
Dishes are not being cleaned	<ul style="list-style-type: none"> The water isn't hot enough. The water needs to be at least 130° degrees to clean the dishes. The soap will not dissolve if the water is not hot enough. <p>FUTURE PREVENTION:</p> <ul style="list-style-type: none"> Thoroughly scrape plates before loading them into the dishwasher. Load the dishes carefully. Don't block the spray arms or soap dispenser. Leave space between dishes for proper circulation. Ensure the dishwasher sits level and does not wobble. 	<ul style="list-style-type: none"> First run hot water at the kitchen sink to determine if you have running hot water. Depending where your water heater is located in relation to your dishwasher, it may take longer than normal to receive hot water. If you receive hot water from the kitchen sink, turn on the kitchen sink faucet until hot water comes through before running the dishwasher. Then, run the dishwasher. If you have running hot water but the dishwasher is still not cleaning the dishes, slightly turn up the temperature on the water heater. Use a dry powder detergent.
Clogged spray arm	<ul style="list-style-type: none"> There is debris in the disposal or drainline. Dishes are obstructing the spray arm. 	<ul style="list-style-type: none"> Rinse the dishes before putting them into the dishwasher. Clean or replace the spray arm.
Dishes do not dry	<ul style="list-style-type: none"> The HEATED DRY setting may not be set, or if it is set, it may not be hot enough. The ENERGY SAVER setting may be set to the ON position. (ENERGY SAVER setting will turn off the HEATED DRY setting.) 	<ul style="list-style-type: none"> Set the HEATED DRY setting to the ON position. Turn the ENERGY SAVER setting to the OFF position.
Water in dishwasher will not stop running	<ul style="list-style-type: none"> The float valve may be stuck. 	<ul style="list-style-type: none"> Check the float valve at the bottom of the dishwasher and determine if it moves freely. Remove any obstructions.
Water does not drain from dishwasher	<ul style="list-style-type: none"> Air gap on top of sink may be clogged. The drain/filter may be clogged. The drain hose may be kinked. 	<ul style="list-style-type: none"> Run garbage disposal to unclog air gap. Inside the dishwasher at the bottom of the unit there is float or pressure switch that looks like an upside down cup. It should move up and down freely. Remove any large food particles, glass, plastic, etc. that have become lodged under this switch so the unit can function properly. Remove any debris from the drain/filter. Straighten out the drain hose.
Leak at the bottom or front of dishwasher	<ul style="list-style-type: none"> If soap suds appear where the leak is originating from, the wrong kind of soap is being used. Something may be blocking the front, right corner of the dishwasher. This is where the dishwasher drains. There may be debris in the door gasket. <p>NOTE: If these solutions do not solve the problem, the leakage could be a result of the unit not draining properly.</p>	<ul style="list-style-type: none"> Remove any remaining liquid soap from the system by placing a cup of vinegar in dishwasher and running it through a cycle. Use dry dishwashing soap. Do not block the front, right corner of the dishwasher with dishes, glasses, pots and pans, etc. Remove any debris in the door gasket.

Trash Compactor



Symptom	Possible Causes	Solution
Trash compactor smells unusual	■ The deodorant may be empty.	■ Replace the deodorant. Refer to your Owner's Manual for instructions.
	■ The aerosol nozzle on the deodorant may be clogged.	■ Ream the aerosol nozzle out with a thin wire.
Trash compactor is noisy or squeaks	■ The trash compactor may need lubrication.	■ Use White Lithium Grease or WD-40 on the shaft/drive screws.
	■ Some parts may be loose.	■ Check and tighten every bolt and screw. NOTE: Pulling the trash compactor out of its compartment may be required. If it needs to be pulled out, call for service.
Trash compactor will not sit level	■ The leveling legs may not be balanced.	■ Refer to your Owner's Manual.
	■ The unit may not be securely attached under the counter.	■ Tighten the screws under the counter to secure the trash compactor
Trash compactor will not turn on	■ The trash compactor may not be plugged in.	■ Ensure the unit is plugged in by checking the power cord under the sink. If the trash compactor makes any noise, it has power.
	■ Safety switch may not be turned on. Depending on model, trash compactor will not operate if there is no safety/switch key.	■ If the trash compactor has a safety switch/key, ensure it is in the lock position. Turn the safety to the ON position.
	■ The door may be open.	■ Ensure the door is closed.
	■ The power may not be on.	■ Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.
	■ Trash compactor may be jammed, due to obstructions on the track or behind door.	■ Clear any debris/obstructions behind the door and on the tracks.
	■ The motor may be overloaded.	■ Unplug the trash compactor and allow the motor to cool for 10 minutes. After 10 minutes, plug the trash compactor back in and try again.

Water Heater



Leak at the temperature and pressure valve	■ The water is too hot.	■ Turn down the temperature on the thermostat.
Water heater unit will not heat	■ Electric Water Heater: The power is off.	■ Check the circuit breakers. Ensure that the circuit breakers are not tripped. Reset the circuit breakers if needed.
	■ Gas Water Heater: The pilot light is not lit.	■ Determine whether the pilot light is lit. If the pilot light is lit, turn the gas valve to the ON position. If the pilot light is not lit, call the Gas company to light the pilot light.
Water heater leaks at the flush/drain valve	■ The flush/drain valve connection may be loose.	■ Tighten the flush/drain valve connection. ■ Install a PVC cap over the drain opening to avoid leakage.
Water heater leaks at the top	■ The water heater supply line connections may be loose.	■ Tighten the water heater supply line connections.
Water heater makes a rumbling/clanking noise	■ There may be sediment buildup in the water heater.	■ The water heater should be drained to flush out any sediment buildup.
Water heater makes a sizzling noise	■ Condensation is dripping on the burner.	■ This is normal; there is no solution.
Water is not hot enough	■ The thermostat's setting is not high enough.	■ Slightly turn up the thermostat.
		■ If the temperature is set on the highest setting, drain the water heater.

Cooktop/ Range/Stove



Symptom	Possible Causes	Solution
Burners will not turn on (for gas cooktops only)	<ul style="list-style-type: none"> ■ The gas valve at the supply line may not be open. ■ The pilot light may be out. 	<ul style="list-style-type: none"> ■ Ensure the gas valve is open at the supply line valve. ■ Determine if the pilot light is on. If the pilot light is not on, call the Gas company to come out and light the pilot light for you; this service is free of charge.
Burners will not turn on (for electric and Jenn-Air cooktops only)	<ul style="list-style-type: none"> ■ The cartridges may not be plugged in. ■ The power may be out. 	<ul style="list-style-type: none"> ■ Ensure that all the cartridges are fully plugged in. ■ Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.
Electric burner will not heat GENERAL TIPS: Replace burners instead of swapping them which may burn out a good connection.	<ul style="list-style-type: none"> ■ The oven range may not be plugged in. ■ The cartridge may be loose or dislodged. ■ There may be no power. 	<ul style="list-style-type: none"> ■ Ensure that the unit is plugged in. ■ Push in the burner to tighten the contact. ■ Push in the RESET button, if applicable. ■ Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.
Electric burner is heating unevenly	<ul style="list-style-type: none"> ■ The pan/element may be too large for the burner. ■ There may be buildup on the burner surface. ■ There may be excessive oil in the drip pan. 	<ul style="list-style-type: none"> ■ Push in the surface element for good contact. ■ Clean the burner surface and the buildup with vinegar. ■ Remove the foil from the drip pan and secure the contact. ■ Check the circuit breaker. A dedicated circuit will be needed. ■ If nothing else works, reset the circuit breakers and check the plug.
Electric cooktop/range/stove is non-operational	<ul style="list-style-type: none"> ■ The setting may be in the TIME BAKE/SELF-CLEANING mode. ■ There is no power. 	<ul style="list-style-type: none"> ■ Take the setting off the TIME BAKE/SELF-CLEANING mode. ■ Determine whether the clock is working. If the clock is working, there is power. ■ Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.
Electric cooktop element smokes	<ul style="list-style-type: none"> ■ There may be grease buildup on the element. ■ The oven may be dirty. The oven will smoke if it is dirty. 	<ul style="list-style-type: none"> ■ Clean the grease build up with vinegar. ■ Remove the foil from the drip pan. Clean or replace the drip pan. ■ Clean the oven twice. NOTE: It's normal for the back burner to smoke.
Gas cooktop/range/stove will not light	<ul style="list-style-type: none"> ■ The pilot light may be out. ■ There may have been a spill. ■ The gas supply valve may be shut off. 	<ul style="list-style-type: none"> ■ Call the Gas company to come out and light the pilot light. This service is free of charge. ■ If there is a spill, let it dry for 24 hours and call the Gas company to come out and light the pilot light. This service is free of charge. ■ Ensure that the gas supply valve is on.
Gas cooktop/range/stove is not lighting completely	<ul style="list-style-type: none"> ■ The burner orifice is dirty. 	<ul style="list-style-type: none"> ■ Clean the orifice on the burner with a paperclip.

Garbage Disposal



NOTE: Make sure you unplug the garbage disposal before performing any work.

Symptom	Possible Causes	Solution
Garbage disposal drains slowly	<ul style="list-style-type: none"> There may be a buildup of debris or grease. 	<ul style="list-style-type: none"> Flush the garbage disposal with hot water. Then, run ice through the unit. Pour 1 cup of vinegar, 1 cup of baking soda and 1 cup of salt separately down the drain, followed by a pot of boiling water. Repeat 1-3 times to clear the line effectively. Use a plunger over the drain opening in the sink. If there are two sinks, ensure that the second sink is plugged.
Garbage disposal hums but unable to chop food	<ul style="list-style-type: none"> There may be obstructions in the garbage disposal. 	<ul style="list-style-type: none"> Unplug the garbage disposal and remove any obstructions through the kitchen sink. Plug the unit back in and press the RESET button. Check the RESET button. Unplug the garbage disposal. Insert an allen wrench underneath the garbage disposal to un-jam the unit. Move the allen wrench counter-clockwise to free up any obstructions. Plug the unit back in and press the RESET button.
Garbage disposal is noisy	<ul style="list-style-type: none"> There may be obstructions in the garbage disposal. 	<ul style="list-style-type: none"> Unplug the unit. Clear the garbage disposal of any debris or foreign objects through the kitchen sink. Plug the unit back in and press the RESET button.
Garbage disposal smells of sewage	<ul style="list-style-type: none"> This is normal buildup. 	<ul style="list-style-type: none"> Fill an ice cube tray 1/2 full of vinegar and 1/2 full of water. Once the cubes are frozen, run them through the unit 2-3 times a week for about a month. The ice will also help keep the blades sharp!
No power to the garbage disposal	<ul style="list-style-type: none"> There may be no power. 	<ul style="list-style-type: none"> Unplug the garbage disposal and plug it back in. Press the RESET button. Ensure that the switch on the wall is turned on. Some units require the wall switch to be turned on in order to operate. Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.

Dryer



GENERAL TIPS:

- Always clean the lint filter after each drying cycle.
- If the lint filter is torn, replace it immediately.
- Do not overload the dryer with clothes.

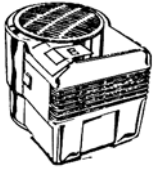
Dryer makes a banging noise when in use	<ul style="list-style-type: none"> Shoes and belts may be in the dryer. 	<ul style="list-style-type: none"> Remove any shoes and/or belts.
Drum that turns the clothes does not dry the clothes	<ul style="list-style-type: none"> The lint filter may be dirty. 	<ul style="list-style-type: none"> Remove and clean the lint filter after each use.
	<ul style="list-style-type: none"> The vent on the side of the house may be blocked. 	<ul style="list-style-type: none"> Clear any debris blocking the vent on the side of the house. Ensure that the flapper is open and moves.
	<ul style="list-style-type: none"> There may be too many clothes in the dryer. 	<ul style="list-style-type: none"> Reduce the load.
Dryer will not run	<ul style="list-style-type: none"> The door may not be shut. 	<ul style="list-style-type: none"> Ensure that the dryer door is shut tightly.
	<ul style="list-style-type: none"> The power may be out. 	<ul style="list-style-type: none"> Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.

Washing Machine



Symptom	Possible Causes	Solution
Soap does not dissolve	■ The washer may be set to the wrong temperature setting.	■ Use hot water to wash the clothes. If you are washing clothes in cold water, use soap designed for cold water temperature.
	■ The wrong detergent may be the culprit.	■ Use detergent made for the water temperature you are washing clothes in.
Washer does not drain	■ The washer lid may be open. Most washers won't operate if the lid is open.	■ Ensure that the washer lid is closed.
	■ The drain hose may be kinked.	■ If kinked, straighten the drain hose out.
	■ The position of the drain hose may be too high.	■ The drain hose should not be more than 4 feet above the floor. Lower the hose if it is higher than 4 feet.
	■ The drain hose may be clogged.	■ Clean the drain hose(es) out. The hose(es) can be removed by unscrewing them from the back of the washer.
Washer fills with water but the motor doesn't run	■ The washer lid may be open. Most washers will not operate if the lid is open.	■ Ensure that the washer lid is closed.
	■ There may be too many items in the washer.	■ Lighten the load and wait 15 minutes for the washer motor to reset.
Washer is non-operational	■ The washer may not be plugged in.	■ Ensure the washer is plugged in.
	■ The power may be out.	■ Check the circuit breakers and fuses. Ensure that the circuit breakers have not tripped, or the fuses blown. Reset the circuit breakers if needed.
Washer is not cleaning clothes	■ The wash cycle may be on the wrong setting.	■ Make sure the cycle is set to NORMAL, not GENTLE.
Washer leaks	■ The hose bib connections may be loose.	■ Tighten the hose bib connections.
	■ There may be a hole in the water supply hose(s).	■ If needed, replace the water supply hose(s).
Washer vibrates and/or makes a banging noise	■ The clothes are not distributed evenly in the washer.	■ Reduce or level the load and re-distribute the load evenly.
Washer will not fill up with water	■ The lid may be open. Most washers will not operate if the lid is open.	■ Close the lid.
	■ The washer may not be plugged in.	■ Ensure that the washer is plugged in.
	■ The hose bibs may not be turned on.	■ Ensure that the water supply valves are turned on.
	■ The inlet hose filters may be clogged.	■ Check the inlet hose filters and clean them if necessary. To access the filters, unscrew the drain hoses at the back of the washer. The filters should be visible once the hoses are removed.
	■ There may be a kink in one or more hoses.	■ If there is a kink in one or more hoses, straighten the hose(s) out.
	■ The timer may not be set.	■ Turn the timer slightly or press the buttons in firmly.
	■ The power may be out.	■ Check the circuit breakers and fuses. Ensure that the circuit breakers have not tripped, or the fuses blown. Reset the circuit breakers if needed.
Water is not hot enough	■ The thermostat's setting is not high enough.	■ Slightly turn up the thermostat.
		■ If the temperature is set on the highest setting, drain the water heater.

Forced Air Conditioning



Symptom	Possible Causes	Solution
Air conditioner is non-operational	<ul style="list-style-type: none"> There is no power to the unit. 	<ul style="list-style-type: none"> Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed. Ensure the Safety Switch at the Unit (SSU) near furnace is set to ON position.
Air conditioner is smoking	<ul style="list-style-type: none"> There may be debris stuck in the unit. 	<ul style="list-style-type: none"> Ensure that the unit is free of debris, especially leaves. Turn off circuit breakers, disconnect fuses.
Cooling is insufficient throughout entire home GENERAL TIPS: <ul style="list-style-type: none"> Close the blinds to avoid direct sunlight from entering the house. Ensure that the chimney damper is closed. Remove any furniture that is blocking the vents and close the drapes. Use a fan to circulate the air. Limit cooking, baking and using the SELF-CLEANING oven setting. 	<ul style="list-style-type: none"> The condenser unit may not be turned on. There may be obstructions/debris in the ductwork blocking the flow of air, or the condenser fins or condenser coil may be clogged not allowing adequate air flow. The thermostat may be set incorrectly. The dampers may be closed. The filter may be dirty. The outdoor temperature may be too cool. The power may be out. 	<ul style="list-style-type: none"> Ensure the condenser unit is turned on. Clear the ducts of any debris or obstructions for proper air flow. Remove any debris or obstructions from the unit. Ensure that the thermostat is set to the A/C setting, COOL. Check that the dampers are open. Change the filter. The outside temperature must be over 70° in order for the air conditioner to work to capacity. Set the thermostat to cool first thing in the morning to maintain the temperature throughout the day. Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.
Fan runs but no cool air	<ul style="list-style-type: none"> The thermostat may be set incorrectly. The batteries in the thermostat may need replacing. The power may be out. The condenser fins may be dirty and need cleaning. There may be obstructions at the condenser coil not allowing for adequate air flow. The filters may be bad. 	<ul style="list-style-type: none"> Set the thermostat to a cooler setting. Check the batteries in the thermostat and replace them if needed. Check circuit breakers, fuses and plugs. Ensure that circuit breakers are not tripped, or fuses blown. Reset the circuit breakers if needed. Check the RESET button, if applicable. This is located next to the piping on the outside of the condenser unit. Gently clean the condenser fins and remove any obstructions from the fins and unit. Replace the filters to increase the air flow.
No cool air in one or more rooms GENERAL TIPS: <ul style="list-style-type: none"> Use a fan to circulate the air in room(s). Close the drapes in the room(s) to prevent sunlight from entering the room(s). 	<ul style="list-style-type: none"> The registers may be closed. Furniture may be blocking the registers. The thermostat may need adjusting. The filters may be dirty. The duct may be disconnected or the damper may be closed. 	<ul style="list-style-type: none"> Open the register(s) to let air flow in. Move any furniture that is blocking the register(s), or is near the register(s). Turn the temperature on the thermostat down a few degrees. Change the filters in the fan or return air Clear any debris from outside of the air conditioner unit. Check the ducts and damper.
Water drips from outside of condenser unit	<ul style="list-style-type: none"> The weather may be humid, which would cause the unit to drip. There may be debris on the outside of the unit. The furnace filter may be dirty and need to be cleaned. 	<ul style="list-style-type: none"> Clean out the condensation drain line (furnace or air handler drain). Clean the vents on the furnace filter. Clear debris on the outside of the unit. Clean or replace the filter.

Forced Air Heat



Symptom	Possible Causes	Solution
Heater will not turn on	<ul style="list-style-type: none"> ■ The blower door may not be aligned or closed properly. 	<ul style="list-style-type: none"> ■ Most furnaces installed in the last 15 years have a switch located on the inside, front panel called the blower door switch. Align the panel correctly and make sure it is completely closed to activate the switch.
	<ul style="list-style-type: none"> ■ The temperature may not be set correctly. 	<ul style="list-style-type: none"> ■ Ensure the thermostat is set on AUTOMATIC.
	<ul style="list-style-type: none"> ■ The power may be out. 	<ul style="list-style-type: none"> ■ Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, the pilot light out, or the fuses blown. If the pilot light is out, call the Gas company to come out and light the pilot light for you; it is free of charge. Reset the circuit breakers if needed.
The unit clicks, but produces no heat	<ul style="list-style-type: none"> ■ The thermostat may be off. 	<ul style="list-style-type: none"> ■ Ensure the thermostat is on.
	<ul style="list-style-type: none"> ■ The blower door may be open. 	<ul style="list-style-type: none"> ■ Make sure blower door is shut properly.
	<ul style="list-style-type: none"> ■ The pilot light may not be lit. 	<ul style="list-style-type: none"> ■ Determine if the pilot light is lit. If it is not lit, call your local Gas company to have them light the pilot free of charge.
	<ul style="list-style-type: none"> ■ The gas valve may be in the OFF position. 	<ul style="list-style-type: none"> ■ Ensure the gas at the gas supply line is in the ON position.
	<ul style="list-style-type: none"> ■ The Zone Control dampers may be shut. 	<ul style="list-style-type: none"> ■ Open all zone controls, check dampers.
	<ul style="list-style-type: none"> ■ There may be no power. 	<ul style="list-style-type: none"> ■ Check circuit breakers, fuses and plugs. Ensure that circuit breakers are not tripped, or fuses blown. Reset breakers if needed.
	<ul style="list-style-type: none"> ■ The safety switch at the unit (SSU) near the furnace may be in the OFF position; switch will click off during a power surge. 	<ul style="list-style-type: none"> ■ Ensure the SSU near the furnace is set to the ON position.
Furnace cycles on and off frequently	<ul style="list-style-type: none"> ■ The filters may be dirty. 	<ul style="list-style-type: none"> ■ Change the filters if they are dirty.
	<ul style="list-style-type: none"> ■ The furnace filter may be clogged. The furnace filter is an important component for the proper operation of a furnace. If the filter gets clogged, it will not allow the furnace to circulate properly, which can result in these symptoms. The blower door switch will automatically turn the unit off when the door to the filter is opened. 	<ul style="list-style-type: none"> ■ Replace the furnace filter. ■ Make sure nothing is closer than 18 inches from all output vents and intake grilles. To ensure adequate airflow nothing should be blocking them.
Fan will not shut off	<ul style="list-style-type: none"> ■ The thermostat may be set incorrectly. 	<ul style="list-style-type: none"> ■ Reset the thermostat from FAN to AUTO.
	<ul style="list-style-type: none"> ■ The filters may be dirty and need to be changed. 	<ul style="list-style-type: none"> ■ Replace the filters.
Heating is insufficient throughout entire home	<ul style="list-style-type: none"> ■ The registers may be closed. 	<ul style="list-style-type: none"> ■ Ensure all the registers are open. Leave the register vents 1/3 open for the part of the house receiving the strongest heat flow. For the weaker part of the house not receiving enough heat, open the registers 3/4.
	<p>GENERAL TIP:</p> <ul style="list-style-type: none"> ■ Never close the vents all the way or leave them completely closed. 	
	<ul style="list-style-type: none"> ■ The registers may be dirty. 	<ul style="list-style-type: none"> ■ Clean any dirty registers with a vacuum.
	<ul style="list-style-type: none"> ■ The dampers may be closed. 	<ul style="list-style-type: none"> ■ Check that the dampers are open.
Thermostat switches on and off automatically	<ul style="list-style-type: none"> ■ The filter may be dirty. 	<ul style="list-style-type: none"> ■ Change the filter.
	<ul style="list-style-type: none"> ■ The thermostat may need to be turned up. 	<ul style="list-style-type: none"> ■ Check the thermostat setting. If the thermostat is programmable, reset the thermostat. The instructions for doing this are usually located inside the cover of the thermostat.
	<ul style="list-style-type: none"> ■ The batteries may need replacing. 	<ul style="list-style-type: none"> ■ Check the batteries in the thermostat and replace them if needed. If the thermostat is digital and there is no reading, replace the batteries.
	<ul style="list-style-type: none"> ■ The circuit breakers may be tripped. 	<ul style="list-style-type: none"> ■ Check to see if the circuit breakers are tripped. Reset the circuit breakers if needed.

Congratulations on the purchase of your new home!

You are a part of a select group of homeowners that can relax, knowing that their major mechanical systems and appliances are covered by a one-year Fidelity National Home Warranty contract (FNHW). A small trade call fee for each trade visit will apply.

Unlike some "repair only" contracts, your FNHW plan includes replacement of covered systems and appliances when needed. Service work is guaranteed—without an additional service fee—for 30 days on labor and 90 days on parts.

For your use, we have developed this Problems & Solutions Booklet to help you with some of the common problems that you may encounter as a homeowner. If these quick-fix solutions don't solve your problem, please give us a call at 1-800-1420 or visit us online at www.homewarranty.com. Calls are received 24 hours a day—7 days a week.

Homeowner's Reference List

Listing the brand, model, size, location, etc for your major appliances will make it easier for you when calling for service. Use the handy form below so that you'll have all the information at your finger tips when you need them.

Refrigerator

Brand _____

Model _____

Size _____

Dishwasher

Brand _____

Model _____

Garbage Disposal

Brand _____

Trash Compactor

Brand _____

Model _____

Water Heater

Brand _____

Model _____

Gas or Electric _____

Cooktop/Range/Stove

Brand _____

Size/Width _____

Gas or Electric _____

Dryer

Brand _____

Model _____

Gas or Electric _____



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For Service Call 1-800-308-1420. 24 hours a day—7 days a week.

Glossary of Terms

Air Gap: In plumbing, the distance between the outlet of a faucet and the overflow level of the fixture (i.e. dishwasher air gap).

Allen Wrench: A tool consisting of an L-shaped bar with a hexagonal head, used to turn screws with hexagonal sockets.

Blower Door Switch: Prevents the furnace from turning on when changing the filter.

Burner: A device on a stovetop that produces heat. It is also referred to as the heating element.

Circuit: A continuous path for electrical current. In a household electrical system, a branch circuit begins at the service panel, runs to various switches, outlets and fixtures and returns to the service panel.

Circuit Breaker: A switch-like device in an electrical circuit that is designed to shut down the circuit in the event of an electrical overload or short circuit. Circuit breakers are normally installed in main electrical panels or subpanels.

Coils: The zigzagging tubes of the condenser for a central A/C unit or refrigerator.

Condensate Drain Pan: A pan-shaped panel used to collect condensate from the evaporator during a defrost cycle. It is usually located above a condenser coil or atop the compressor. May also be called drain pan.

Condenser: Part of an air conditioning system that pressurizes refrigerant to cool it by changing it from vapor to liquid. On a refrigerator, the condenser is the coil on the outside of the unit; an air conditioner's condenser is usually outside the house.

Condenser Coils (AC): Compressed refrigerant is forced through coils, releasing heat to the outside.

Condenser Fan (Central AC): Pulls air through condenser coils to dissipate heat.

Condenser Fan Motor (Central AC): Suspended in a bracket above the compressor.

Condensing Unit: The outdoor segment of a cooling system. It houses the condenser coils, compressor, fan and various system controls.

Damper: 1. Found in ductwork, this movable plate opens and closes to control airflow. Dampers are used effectively in zoning to regulate airflow to certain rooms. 2. A movable plate in a fireplace that allows smoke and fumes to travel up the chimney's flue.

Debris: The remains of something broken down or destroyed. An accumulation of fragments of rock.

Drain: Pipe that carries waste water in a building drainage system.

Drain Pan: A pan-shaped panel used to collect condensate from the evaporator during a defrost cycle. It is usually located above a condenser coil or atop the compressor. May also be called condensate pan.

Drain Valve: A valve used to drain a water storage tank in order to perform maintenance or replacement.

Drip Pan: A pan-shaped panel used to collect drips or spillage from a stove element.

Ductwork: A system of large tubes, pipes or channels (ducts) designed to deliver air to and from a furnace or other air-handling unit.

Element: A part of an electric heater, stove or other appliance that heats up when an electric current is passed through it.

Evaporator Coil: Cools and dehumidifies the air by converting liquid refrigerant into a gas, which absorbs the heat from the air. The warmed refrigerant is then carried through a tube to the condenser coil.

Evaporator Fan: Blows air through the evaporative coils of a refrigerator.

Filter: A device to separate solids from air or liquids, such as a filter that removes dust from the air or impurities from water.

Flapper: Also known as flush ball, the flapper is the moving part of the flush valve that seals the water into the tank or allows water to exit the tank for the flush cycle. This is the predominant replacement part used on conventional toilets.

Float Valve: Controlling the opening and closing of a valve by using a float on a lever. When the float that is rising with the water in the tank reaches a certain level, the valve shuts off the incoming water. This mechanism is used in the dishwasher.

Furnace: Houses burner or element that heats air, blower that circulates air and possibly evaporator coils that cool air.

Fuse: Protective device, made of a metal strip, wire or ribbon that guards against overcurrent in an electrical system. The device melts if too much current is generated and breaks the circuit.

Gas Valve: A small faucet-like device that controls the flow of gas to an appliance such as a gas water heater, dryer, or oven. When the handle is turned in line with the gas pipe, the valve is open; when it is perpendicular to the pipe, it's closed.

Gasket: Flat device, usually made of fiber or rubber, used to provide a watertight seal between metal parts of joints.

GFI, GFCI (Ground Fault Circuit Interrupter): A device that detects leakage of electrical current to the ground and prevents accidental shock.

Heating Element: The heating element in the dishwasher is used for drying the load after the final rinse and to keep the wash water hot.

Hose Bib: A water faucet protruding from a building at about sill height, which is usually threaded to accept a hose connection.

Lint Filter: A mechanism that catches released fabric particles before they get recirculated through the blower and back into the dryer drum.

Orifice: The opening in a cap, spud or other device whereby the flow of gas is limited and/or controlled and through which the gas is discharged to either a pilot burner or main burner.

Oven Cavity: The inside of the oven where food is baked, roasted, broiled and otherwise cooked.

Pilot Light: A small, continually burning gas flame inside a gas-fired water heater, dryer, range or similar appliance. This flame ignites the appliance's gas burner.

Refrigerant Lines (Central AC): Small-diameter copper tubing; runs from condenser to evaporator. Split systems have one line for liquid refrigerant and one for refrigerant vapor. The liquid line carries the cooled refrigerant from the condenser to the house, and the insulated suction line returns coolant to the compressor.

Register: Supplies warm air to a room. A grill covering the opening of a duct in a heating or cooling system. Some registers can be opened or closed to regulate the flow of air.

Safety Switch: In an interior electric wiring system, a switch enclosed within a metal box that has a handle protruding from the box to allow switching to be accomplished from outside the box.

Short Circuit: When an exposed hot wire touches a neutral wire or a grounded metal box, the circuit will heat up suddenly. The fuse or breaker will shut off the power immediately.

Spray Arm: A hollow propeller like mechanism on the bottom and/or suspended from the top of the tub of a dishwasher. As it spins, water shoots through holes designed to increase the pressure of the water to remove food soil from dishes and silverware.

Thermostat: A control that automatically turns on a heater, furnace or air conditioner when room temperature reaches a set level.

Valve: Device that controls the flow of liquid or gas through or from a pipe.

Vent: Pipe that provides the flow of air into and gases out of a DWV (Drain, Waste, and Vent) system and prevents siphoning of water from traps.

WD-40: A light lubricant that cleans/degreases, penetrates to loosen up stuck parts and prevents corrosion.

Zone Control, Zoning: A system in which living areas or groups of rooms are divided into separate spaces and each space's heating/air conditioning is controlled independently.



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Saving You Time and Money on Most Major Appliances from Sears



1. Go to homewarranty.com, click "Home Owner Information", click the Sears Appliances link.
2. Browse Sears.com for the item you want to purchase and jot down the model number.
3. Call Sears Commercial at 1-800-570-9047. Mention code FNHW2009 for your special pricing.

You'll receive personalized ordering assistance and special pricing.
Be sure to mention your promotion code **FNHW2009**.



Promotion is available on select categories as noted above through Sears Commercial only. Promotion is NOT valid in Sears retail stores, online or in conjunction with any other Sears offer. Special pricing may not be applicable on clearance items. Offer and restrictions subject to change without notice. Promotion is NOT limited to FNHW customers and customers are NOT required to buy a home warranty. Quotes for items are only available via the published phone line, 1-800-570-9047, and the code FNHW2009 must be mentioned.



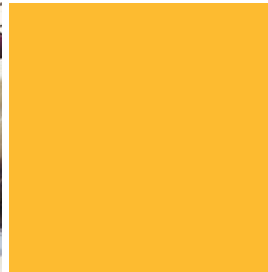
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Planning, Planning, Planning.

Nothing will make your move go smoother than diligent planning. These tips will help you prepare for one of the least favorite tasks in modern life, moving!

WHAT TO PACK

Garbage or Good? Top Five Tips.

1. Use the two year rule.

Attics, closets and basements are notorious traps for stuff you just can't seem to throw away. You don't need to cart clutter to the new house. If you haven't used it, or looked at it, for the past two years—get rid of it.

2. Clean out the “junk drawer”.

Every house has one—a drawer, or shelf, or basket that holds the contents of emptied pockets and items that have no other spot. These things can pile up around the house making a move a heavy process. Save your back, throw out the stacks.

3. Check the expiration date.

Refrigerators and pantries are magnets for leftovers. Check the expiration dates on items like prescriptions, vitamins, and toiletries and throw out everything that's past the date. Throw away everything perishable in the kitchen—it will probably expire by the time you move anyway.



4. If it's broke—don't fix it.

Every garage and tool box contains at least one thing that's broken—and probably has been broken for a while. As you clear out these rooms, ask yourself if you really plan on fixing the broken items. If you're not going to fix it, toss it—including those things that are past the point of being cleaned.

5. Question the value.

Most of the excess stuff in your house is accumulated for good reason. As you pack up the house to move, ask yourself what is “valuable” to you—sentimentally, aesthetically or monetarily. Make a decision whether it will seriously come in handy some day or if you're just holding on to it “just in case”. If you can't see yourself using, wanting or needing it in the future—let it go.

When separating “goods” from “garbage” make sure your garbage couldn't be a “good” for someone else. Take items that are in good condition to shelters or other collection facilities—donate the unused items.

For more information visit:

- www.boxbundles.com
- www.uhaul.com
- www.upack.com

No endorsement implied. Above sites are suggestions only.



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Getting Started

With a little care and planning, you and your stuff will both arrive in mint condition.

HOW TO PACK

The Right Stuff

In the long run, it pays to purchase the right packing materials. Here's what you need to get started:

- **Sturdy boxes**— A good packing job starts with strong, sturdy boxes. Get various sizes.
- **Packing tape and dispenser**—Use heavy-duty packing tape (not masking tape) for the boxes as well as for taping things together (like broom handles).
- **Bubble wrap and packing paper** are worth the money.
- **A box cutter** can also be used to cut the tape and will also be very handy when unpacking.
- **Small tool kit.**
- **Sandwich bags** to hold appliance and furniture hardware.

Packing Techniques

- Pack one room at a time, labeling each box with a description of its contents and its destination (e.g., kitchen, bathroom).
- Be as specific as you can; it will make unpacking that much easier. Keep the weight of your boxes reasonable.
- If possible, put heavy items in small boxes to make them easier to carry.
- Don't apply tape directly to polished or painted wood finishes. Removing the tape could ruin the surface.
- Double-box fragile items and add plenty of cushioning.
- There should be no empty space in a box, however don't over pack the box either.
- When everything is packed and ready to load, make sure the items you need least are loaded first.

Packing for the first night in your new home

Prepare for the first night in your new home by packing essential items in a separate bag and carrying it with you.

- **For each person in the household:** a change of clothes, a towel, prescription medicine, a toothbrush, and other personal items.
- **For everyone:** plastic utensils, paper plates and cups, paper towels, toilet paper, toiletries, trash bags, a flashlight, first aid kit, pencil and paper, snacks, beverages, and pet food.

Appliances

For all large appliances, remove loose fittings and accessories and pack separately. Tie down, tape or wedge all movable parts and doors.

- **Gas Dryer**—Have gas company disconnect.
- **Dishwasher/Washing Machine**— Stuff towels between machine sides and tub to keep tub from rotating. Pad exterior well. Disconnect hoses, put in plastic bag, and place in tub.
- **Freezer/Refrigerator**—Defrost and dry interiors well. Fill interior spaces with lightweight linens, clothing or stuffed toys. If you want to lay your refrigerator down for moving, check first with the local dealer to determine if your brand can be moved like this. If so, make sure refrigerator stands upright for at least 24 hours before plugging in.




Household Items

- **Beds**—Disassemble the bed frame. Tie rails and crosspieces together with packing tape. Be sure to mark on tape to show where pieces fit together for reassembly.
- **Bicycles, Tricycles, Baby Carriages**—Loosen, lower and turn handlebars at right angles to save space. Clean and cover chains and pedals to protect other items from being snagged or soiled.
- **Books**—They're heavy, so use small boxes. Don't mix books with other items. Pack books flat, alternating bindings, and fill empty spaces with packing paper or bubble wrap.
- **Bureaus, Dressers**—Fill drawers with small breakable items and cushion well with loose clothes. Secure drawers with pad or blanket and tape. Do not overload drawers with heavy items.
- **Chairs**—Wrap arms and legs to prevent scratches. Bundle armless chairs in pairs, seat-to-seat, with a folded blanket or other padding between and tie seats together. 
- **Tables**—For large tables, remove legs and tie together. Put hardware in small sealed envelope taped to underside of tabletop. Pad tops. Pad and tie spare table leaves. For smaller tables, pad top and wrap legs to prevent scratching.
- **Clothes**—Dresses, coats, suits—anything hanging in closets— travel best in reusable wardrobe boxes, which can be used seasonally as "extra closets" for wardrobe storage. Other clothes can remain folded in their regular dresser drawers.

- **Comforters, Pillows, Large/Light Items**—Extra large boxes are best for packing light bulky items.
- **Dishes**—Individually wrap each piece. Medium boxes will fit most kitchenware without making the box too heavy. Place saucers, plates and platters on edge—DO NOT STACK FLAT. Cups and bowls may be placed inside each other and wrapped three or four in a bundle.
- **Kitchenware**—Pots, pans, etc. can be stacked in a box with packing paper between them. Remember not to make the box too heavy—someone has to carry it!
- **Glasses**—Wrap each glass separately in packing paper or bubble wrap (you can wrap first in a plastic bag to save washing later).
- **Fine Furniture**—You may want to wrap your best furniture in bubble wrap, not only to protect it from scratching, but also to keep dust and dirt off the upholstery.
- **Lamps**—After disassembling lamps, pack small bases in dresser drawers surrounded by loose clothing, and large bases in boxes stuffed with packing paper or bubble wrap. Box shades individually in boxes with plenty of packing paper for stuffing. Don't use newspaper because it smudges. 
- **Mirrors, Paintings, Prints**—Small mirrors can be well wrapped in paper and packed in boxes. For larger mirrors and large picture frames, frame boxes work best. Mark GLASS on the outside to prevent mishandling. Always pack and store on end.

- **Rugs and Pads**—After vacuuming rugs and pads, sprinkle with moth flakes. Roll up and tape.

- **Radios, TVs**—Box upright and make sure items are well padded on all sides. For console-size equipment, surround with furniture pads, and then move and load upright. 

- **Stereos and Compact Discs**—Separately pack components and pack in well-padded box marked FRAGILE. Pack CDs upright in their cases in a sturdy box with tape-reinforced bottom. Tie CDs in small bundles before packing, then fill air space with packing paper. Mark FRAGILE.

- **Valuables**—Set aside jewelry, important papers and safe deposit box contents to be packed in a small container you can keep with you throughout the move.

- **Tools and Gardening Equipment**—Drain hoses, coil and pack in boxes. Fill remaining space with lawn sprinklers, small garden hand tools, etc. Combine rakes, shovels, and other long-handled tools together with tape. 

- **Lawn Mowers**—Drain fuel and oil before loading. Remove handle from hand mowers and place blade end in sturdy box. Mark properly.

- **Paint and Flammables**—Don't move! The same goes for other flammables such as alcohol, solvents, lighter fluid, ammunition and greasy mops or rags.

MOVING CHECKLIST

Two Months Before Moving

- Investigate moving options. Check rates and availability of all options. Get price quotes. If it's a company move, check with your employer to find out what moving expenses they cover.
- Create a "move file" to keep track of estimates, receipts and other important information.
- Check with the IRS to see what expenses can be deducted on your next tax return.
- Start pulling together medical and dental records—including prescriptions and shot records. Ask your existing doctors for referrals. Don't forget the veterinarian.
- Arrange to have school records transferred to your children's new schools.
- Call your insurance agent to see what changes to expect in your policies. Ask if moving is covered and arrange for insurance for your new home.
- Contact member organizations you have joined. Ask how you can end, sell or transfer your membership.
- Inventory all household items to be moved.
- Contact your new Chamber of Commerce for their new resident package.
- Get copies of any legal and financial documents you need.
- Purchase and begin collecting boxes and other packing supplies.

One Month Before Moving

- Get an itemized list of all moving related costs and review with mover, including packing, loading, special charges, insurance, vehicles (if needed), etc.
- File a change of address.
- Contact utility companies to disconnect, transfer or connect services.
- Call your newspaper courier, lawn services, etc. and set a date to cancel your subscription.
- Start packing items you don't use often. If you donate, be sure to get a receipt for income tax purposes.
- Plants cannot be loaded with your other household goods, so decide if you will keep your plants or give them away.
- Dispose of flammables, corrosives and poisons.
- Contact your bank and/or credit union to transfer or close accounts. Clear out safety deposit boxes.
- Confirm movers, truck rental reservations.



One Week Before Moving

- Finish packing and prepare an "essentials" box. Designate several boxes and items as "last load" items. Pack your suitcases and valuables separately.
- Verify service connection dates with "new" utility companies.
- Drain gas and oil from your mower and other motors. Gas grills, kerosene heaters, etc. need to be emptied as well.
- Empty, defrost and clean your refrigerator at least 24 hours before moving day.
- Fill any necessary prescriptions, medications needed for the next two weeks.
- Prepare specific directions to your new home for your moving company (drivers), including your travel itinerary and emergency numbers.

NOTES:

- Tell your moving company up front about any special requirements your move will involve.
- You can save money by packing items yourself, but any boxes you pack may not be covered by the mover's insurance.
- Before you move, pack for your family as if you were going to stay in a hotel for a couple of nights.
- Movers will follow your directions on placing furniture in your new home, so work out a floor plan of major items before you get to your new home.



Renters Insurance

Low Rates. Better Protection. Total Peace of Mind.



Renters Insurance

If you rent a house, condo or apartment, you have your own unique set of insurance needs. What happens if there's a fire? You may not have to replace your home, but you will need to replace your possessions and valuables, and that's when you'll be glad you have Mercury Renters Insurance. We'll be there when you need us most, ready to lend a helping hand.

The Right Coverage for You

When you choose Mercury, you're not only getting one of America's most trusted insurance providers, you're also getting your own dedicated Mercury agent who will work to create a custom plan just for you. An important benefit with so many coverage options available. Here are a few that we offer.

Coverage Options¹:

- Personal Property
- Additional Personal Property
- Personal Liability Protection
- Guest Medical Protection
- Identity Theft Protection
- Water Back-Up of Sewer and Drains
- And Much More!

HOME SYSTEMS PROTECTION - If you're like most people, you've invested a lot of money on systems and appliances to run your home. Home Systems Protection covers repairs or replacement when home systems and equipment break down. Examples of covered systems kitchen and laundry appliances, home entertainment equipment, computers and much more. [Learn more](#)



IDENTITY MANAGEMENT - We all face the growing risk of identity theft. Mercury's Identity Management services not only provides preventive solutions to better protect your identity, but also alerts you and offers support services when personal data is compromised. [Learn more](#)



Save Hundreds or Even Thousands

Mercury also offers a variety of discounts² that will help you save even more.

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- **Loss Free** - If you have had no claims in the past 3 years, receive an additional discount.

Ask your agent about these discounts and any others you may be eligible to receive to help save hundreds of dollars a year. You'll be glad you did!

Insurance Agent: Anthony Cappuccino
Phone: (805) 497-3459

¹Coverages may be subject to certain restrictions and limitations and may not be available in all states. Ask your local independent agent for more information.

²Discounts may vary by state.