

# Trouble Shooting



## Electrical

No Power to Exterior Plugs	The GFCI receptacle may be tripped. The reset button is located on the receptacle itself. The receptacles can be found either in garage or by the front porch. Check breaker on main electrical panel.
No Power to Bathrooms	Reset GFCI located on the receptacles. Generally found in Powder Room. Check breaker on main electrical panel.
No Power to Whirlpool Tub	Reset GFCI located in the basement. Can be found above the electrical panel. Check breaker on main electrical panel.
Light Fixture Not Working	If light is on a 3-way switch, try both switches. Replace light bulb.
Switch to Living Room Does Not Work	Reset GFCI located in the basement. Can be found above the electrical panel. Check breaker on main electrical panel.
Soffit Plugs	Operates from switch generally located in or near the front hall closet.
Kitchen Backsplash Plugs Are Difficult to Plug Into	This is normal due to the nature of the 20 amp. 125V receptacle installed.
Plug and Switches Do Not Work	Inspect breaker(s) on main electrical panel.
Complete Power Loss	Check with your local utility company.

## Plumbing

Hammer Sound Occurs When Shutting Off Faucet.	This is common on single lever faucets when the main control valve is depressed very quickly. Turn faucet off in a more gentle motion. If problem persists, turn off main water valve and drain system from lowest point of the house, eg; Laundry tub in the basement.
Sound Emanates Throughout the House When Exterior Hose Bibs Are Turned On	The backflow preventor needs replacing.
Toilet Appears Not To Flush Properly	In order to preserve water consumption, the industry is required to install low flush toilets. A good tip is to hold down the lever for a few extra moments when flushing.
Toilet Runs On	Lift tank lid and inspect that the chain or cord to the valve flapper has not come loose.
Ticking Sounds Coming From Walls	This is created from copper water pipes or drain pipes which expand and contract when heating up or cooling down. This is a common occurrence.

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Leak In Plumbing Water Lines (copper pipes)	Only toilets are equipped with shut-off valves as standard equipment. Cold water line leak – Shut off main valve located by water meter in basement. Hot water line leak – Shut off valve at hot water tank.
Leak In Plumbing Water Lines (plastic pipes)	All sinks and toilets have shut-off valves. Turn off water valve where necessary and if this is not effective follow the recommended procedure. Cold water line leak – Shut off main valve located by water meter in basement. Hot water line leak – Shut off valve at hot water tank.
Leak In Plumbing Drain Lines	Discontinue use of that particular fixture until repaired.

## Heating

Furnace Will Not Turn On	Check thermostat to ensure it is properly set to heat. Ensure circuit breaker is set to on. Check that gas valve is turned on. Check that the neutralizer is not obstructed. This is located at the base of the furnace and has a drain tube attached. Make sure switch located above furnace is turned on. Inspect exterior vent for blockage.
Water Heater Will Not Turn On	Ensure the power vent is plugged in. Check that the gas valve is turned on. This appliance is generally a rental unit. If all fails, call your rental supplier for service.
House Does Not Heat Properly	Inspect the furnace filter. Clean or replace as necessary. A heat balance may be required. This process regulates air flow throughout the home by adjusting the dampers located inside the floor registers and the main damper in the main furnace plenum. You can attempt balancing the system yourself however, we do recommend the services of a professional.
Air Conditioner Freezing Up	Check for dirty or clogged filters. Coolant levels may be low. Thermostat may be set too low resulting in condenser freeze-up.

## Basements

Moisture Around Perimeter Walls	More often than not, this is caused from condensation. Running a dehumidifier will alleviate this situation.
Water Has Penetrated Into The Basement	Check foundation walls for cracks, inspect that outside grading is sloping away from the wall. Ensure down-pipe spout is diverting water away from foundation. Inspect irrigation system. Water should not be directed against the building.

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<b>Cracks On Basement Floor</b>	This is very normal as concrete shrinks. Cracks should not exceed 6mm in width.
<b>Finished Basements</b>	We recommend not finishing your basement within the first year of your possession date. Access is required to service your home during the warranty period.
<b>Cold Cellar Does Not Cool In Summer</b>	This is normal. Keep door open to allow cooler air to enter into room. Inspect air vent for blockage.

## Interior

<b>Condensation On Windows</b>	This is a common occurrence. Check relative humidity level. If moisture is excessive, review the following: <ol style="list-style-type: none"><li>1. Ensure the dryer vent is fastened properly to exterior vent.</li><li>2. Use principal exhaust fan to remove moist air.</li><li>3. It might be necessary during the first few years to use a dehumidifier.</li><li>4. If equipped with a Heat Recovery Unit, turn system to high.</li><li>5. Lower or turn off humidifier.</li><li>6. Run the range hood and bathroom fans.</li></ol>
<b>Hardwood Floor Creaks</b>	Humidity is too low. Adjust humidifier according to outside temperature. See chart on unit for recommended settings.
<b>Gas Fireplace Does Not Turn On</b>	Check to see if gas line is turned on. Make sure pilot flame is on. If problem persists, call for service as it is common for spiders to block burner orifice.