

# No Heat/No Hot Water Calls

To possibly save you the cost of a service call, can I ask you a few questions?

## All (if a gas appliance)

1. Is your gas turned on?

## FURNACES

1. Is the emergency switch turned on? (usually located in a stairway or near the furnace)
2. Did you check for a blown fuse or tripped circuit breaker?
3. Is the thermostat turned up? Is it on "heat" mode?
4. Is the filter clean?
5. Is the furnace door closed?
6. Is the exhaust vent clear of snow, ice or other obstructions?

## BOILERS

1. Is the emergency switch turned on? (usually located in a stairway or near the boiler)
2. Did you check for a blown fuse or circuit breaker?
3. Is the thermostat turned up?
7. Is the exhaust vent clear of snow, ice or other obstructions?

## SPACE HEATERS

1. Did you check for a blown fuse or tripped circuit breaker?
2. Is the thermostat turned up?
3. Is the filter clean?
4. Is the exhaust vent clear of snow, ice or other obstructions?

## TANKLESS WH'S

1. Did you check for a blown fuse or tripped circuit breaker?
2. Is the temperature turned up on the heater?
3. Is the unit flashing a "code"?
4. Is the exhaust vent clear of snow, ice or other obstructions?

## TANK - STYLE WH'S

1. Is the temperature turned up on the heater?
2. Have you had any water in your basement?
3. Have you been using more hot water than normal?
4. Power Vented only - Did you check for a blown fuse or tripped C.B.?
5. Power Vented only - Is the exhaust vent clear of snow, ice or other obstructions?  
(Can you try to unplug it and plug back in?)