



Home Care Tips for a Happy Home



HOME
PROTECTION
PLAN

Administered by



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Air Conditioning System



Routine Maintenance Tips

- To ensure efficient operation, check filters every month. Clean or replace as needed.
- Have annual system maintenance service performed one month before the cooling season begins.
- Keep the condensing unit free of debris.
- Trim shrubs and plants near condensing unit to ensure proper air flow/circulation.
- Bent condensing unit fins can be straightened with a fine comb.

Quick Fixes

Problem: Water leaks into the walls or ceiling.

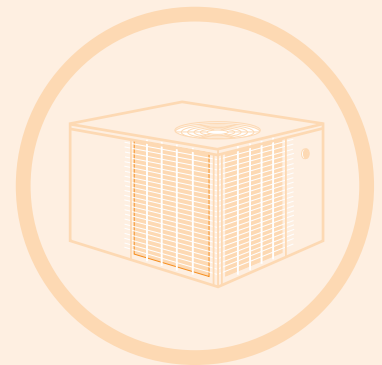
- Make sure the drain line is not restricted and condensation drains freely.

Problem: Unit constantly cycles on and off.

- Call a qualified professional to clean the evaporator unit and fan.

Problem: Air conditioner doesn't make air cool enough.

- Keep the area around the exterior condensing unit clear of leaves, bushes and other obstructions to ensure adequate airflow.
- Clean or replace the air filter.
- Create shade for the unit.
- Secure the insulation firmly to the suction line (large line) and replace any worn-out insulation.



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Heating System



Routine Maintenance Tips

- Check filters every month.
- Smell around the appliance for gas odors.
- Visually inspect exhaust vent for rust, damage, or deterioration.
- Have annual system maintenance service performed one month before the heating season begins.

Quick Fixes

Problem: There is no heat at all.

- Check for blown fuses or a tripped circuit breaker.
- Replace the drive belt.
- Call a qualified professional.

Problem: Your rooms aren't warm enough.

- Replace the filter.
- Clean the registers; remove obstructions blocking register.
- Seal the leaking ducts with duct tape.
- Call a qualified professional.

Problem: Soot collects in your house.

- Replace the filter.
- Call a qualified professional to clean the heating system.

Problem: The blower makes unusual noises when the burner is off.

- Tighten the setscrews of the pulley.
- Replace the blower mounts.
- Replace the drive belt.
- Adjust the belt tension.
- Call a qualified professional.

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Electrical System



Routine Maintenance Tips

- To help prevent power outages, make sure there are not too many appliances plugged into one circuit.
- Regularly use self-test button on ground fault circuit interrupters/arc fault circuit interrupters to ensure proper working order.

Quick Fixes

Problem: No electricity to an outlet.

- Check circuit breaker box.
- Try plugging in another item to that outlet.
- Check all other outlets.
- Call a qualified professional.

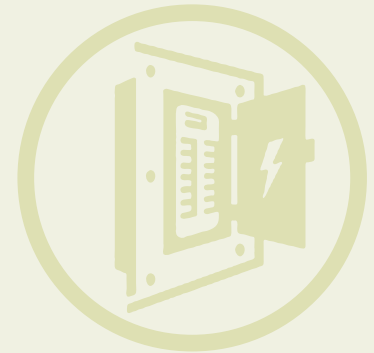
Technical Terms

Circuit Breaker:

Device for interrupting an electric circuit to prevent excessive current, as caused by a short circuit, from damaging the apparatus in the circuit or from causing a fire.

GFCI (Ground Fault Circuit Interrupter):

A life safety device commonly used in outdoor, bathroom and kitchen locations that limits ground fault to 5 milliamps.



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Plumbing System



Routine Maintenance Tips

- Toilet paper should be the only paper product flushed down a toilet.
- Maintain water softener according to manufacturer's recommendations.
- Water filters and icemaker filters should be changed according to manufacturer's recommendations.
- Avoid using your garbage disposal if you're on a septic system.
- Drain sediment from water heater tank according to manufacturer's recommendations.

Quick Fixes

Problem: Little or no water from the faucet or shower head.

- Check to insure water shut off valves are completely open.
- Remove aerators and clean them as needed.
- Call a qualified professional.

Technical Terms

Shut-off valve:

A valve that controls the flow of water to an individual fixture, allowing water supply to be stopped to one fixture without affecting the water supply to other fixtures.

Aerator:

A device that exposes air or causes air to circulate through.



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Range/Oven



Routine Maintenance Tips

- To avoid damaging the burners/heating elements, do not use extra-large and heavy cooking pots or pans.
- If you have a self-cleaning oven, do not use any other method to clean it.
- Mineral deposits on the electric heating element can be cleaned with vinegar.
- Clean or change range hood exhaust filters regularly.

Quick Fixes

Gas Range

Problem: A surface burner doesn't light.

- Ensure gas shut-off valve is turned to the open position.
- Follow the manufacturer's instructions for relighting the pilot.
- Repair or replace spark igniter.

Problem: Pilot light doesn't remain lit.

- Use a small wire to clean the port.
- Try to prevent drafts near the range.
- Replace thermocouple.

Electric Range

Problem: The range is not working at all.

- Check for blown fuses or a tripped circuit breaker. If you don't find a problem, call an electrician.

Problem: One of the elements doesn't heat.

- Check each part for continuity and replace if necessary.

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Refrigerator



Routine Maintenance Tips

- Clean the interior shelves, shell and gaskets every three months.
- Once a year, clean the coils on the back or underneath with a vacuum cleaner.
- 37°F is an ideal temperature for your refrigerator compartment and 0°F for the freezer.
- If the door gasket is sealing properly, it should hold a dollar bill in place when closed.

Quick Fixes

Problem: The refrigerator is not running, no sound can be heard and the interior light is out.

- Check for blown fuse or tripped circuit breaker.
- Check plug and replace the cord if damaged.

Problem: The refrigerator has stopped running, the light is on and you hear an occasional clicking.

- Replace fan if necessary.
- Test the thermostat and replace if necessary.

Problem: The refrigerator constantly cycles on and off.

- Clean the coils with a vacuum only.
- Call a qualified professional.

Problem: Frost forms rapidly or the unit does not defrost.

- Open the door less often.
- Adjust the door hinges to ensure a tight door seal.
- Clean or replace the gasket. Leaks in the door seal will make it difficult to maintain desired temperature.

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Washer



Routine Maintenance Tips

- To adjust the level of your washing machine, turn the legs clockwise to lower them or counter-clockwise to raise them.
- Inspect cold and hot supply hoses for cracks or deterioration.

Quick Fixes

Problem: Washing machine does not operate.

- Check for blown fuses or tripped circuit breaker.
- Open the water shut-off valves.

Problem: Washing machine doesn't fill with water.

- Check and clean the hot and cold inlet hose filters.
- Straighten the water supply hoses.
- Turn the timer slightly or press the buttons firmly.

Problem: Water doesn't stop filling the tub.

- Check the overflow switch and replace it.
- Replace the timer or call a qualified professional.

Problem: Tub fills with water but machine doesn't run.

- Make sure the lid is closed. If it is, ensure switch is fully depressed.
- Lighten load and wait 15 minutes for the motor to reset.

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Dryer



Routine Maintenance Tips

- Clean the lint screen after each load of clothes has been dried.
- To adjust the level of your clothes dryer, turn the legs clockwise to lower them or counterclockwise to raise them.

Quick Fixes

Problem: Dryer does not operate.

- Check for blown fuse or tripped circuit breaker.
- Check the door switch and replace if necessary.
- Check the timer control and replace if necessary.

Problem: Motor runs, but the drum doesn't turn.

- Open the unit and look for obstructions around the drum.
- Replace the belt.
- Check the drum assembly and repair/replace if necessary.

Problem: Drum turns, but clothes remain wet.

- Clean the lint screen and the exhaust vent.
- Check the thermostat and replace if necessary.
- Check the heating element and replace if necessary.
- Check the timer and replace if necessary.

Problem: It takes too long to dry a load.

- Clean the lint screen and exhaust vent.
- Reduce the load and try again.



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Garbage Disposal



Routine Maintenance Tips

- To clean the disposal, feed a full tray of ice cubes through it while running cold water.
- To prevent stoppages, remember to run water during use and for at least twenty seconds after you finish.
- Make sure rubber splashguard is not damaged or missing.
- Avoid using a garbage disposal if you are on a septic system.

Quick Fixes

Problem: Garbage disposal does not operate.

- Check for blown fuses or tripped circuit breakers. If the disposal is plugged into a wall outlet, ensure the outlet has power.
- On continuous-feed models, check the wall switch. On batch-feed models, check the stopper switch.
- If the flywheel is jammed, free it using the supplied tool or a long wooden spoon handle. Push the reset button.

Problem: Motor hums but unit doesn't grind.

- Free the flywheel using the supplied tool and push the reset button.
- Call a qualified professional.

Problem: The disposal grinds things too slowly.

- Run more cold water when using the disposal.
- Only dispose of materials allowed by the manual.
- Replace defective parts.



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Keep your systems & appliances running smoothly.

Appliance/System	Model	Serial Number	Last Check-up	Comments
Heating System				
Pool/Spa				
Electrical System				
Plumbing System				
A/C System				
Garbage Disposal				
Range/Oven				
Washer/Dryer				
Microwave				
Refrigerator				
Dishwasher				
Trash Compactor				