

Common Issues:

What's wrong & what are your options?

We have compiled a general list of common heating & cooling problems. Please browse below to the topic that describes your issue to learn what you can do & when you need to call us:

No Cooling:

One of the most common reasons your system quits cooling, is because a breaker is not turned to ON or a breaker has tripped. However, in some cases a fuse may have blown. On the other hand, it could be as simple as your thermostat settings being correct. First check to make sure that they are set based on the temperature you desire. If that is not the case then you need to check the breakers relative to your system. All breakers associated with your system should be switched to ON. If they are already turned to ON, then you need to check the fuses & see if they are blown. If so, you simply need to change out the blown fuse. If you're comfortable changing a fuse(s) then you need to make sure you turn off all power to the fuse box.

Your safety is very important, please take safety precautions seriously. This possible solution may or may not solve your problem. If the problem persists, please call us at 870-673-1356 to schedule a service call or [Schedule Service Online](#).

No Heating:

Likely causes for this problem are that gas has been turned off to your house, your system is turned off or unplugged, a tripped circuit breaker or again, a simple thermostat setting malfunction. Always check your thermostat settings first, as this is the easiest troubleshooting process. If your system has been unplugged, simply plug it back in. This should be the primary cause for loss of heat, but not always. If the system still doesn't come on after 5 minutes of being plugged back in, then you will need to follow the proper steps to troubleshoot further. If the source of the problem is a tripped breaker, you will need to check all relative breakers. [Click here](#) to troubleshoot a tripped breaker or blown fuse. To find out if your gas has been turned off, check all associated valves (the gas valve at the gas company's meter, the shutoff valve at the furnace & any other associated shutoff valves). If your gas has been shutoff, then you will need to contact your Gas Company to find out why & have them turn it back on. If none of these options solve your problem, you will need to call us at 870-673-1356 to schedule a service call or [Schedule Service Online](#).

Heater is making a Funny Smell:

In most cases, this is not a problem at all. More than likely, your system is burning off dirt that has built up over the off season. However, this might be an electrical problem. One way you can tell is if you smell the odor & it disappears after a couple of minutes, you most likely do not have a problem & it's simply your system burning off dirt & dust. On the other hand, if the smell persists & does not dissipate, you could have an electrical issue. If this is your situation, call us immediately at 870-673-1356 or toll free at 800-376-4177 for service. Electrical problems can be very serious & do not need to be taken lightly. If for any reason you think that this may be an electrical problem, do not hesitate to call us as the issue will need to be diagnosed & fixed promptly.

No Airflow:

There are two common culprits for this problem. One, your filter is dirty & needs to be replaced or your system has frozen because of a dirty coil. First, check all of your system filters for dirt and build up. If your filter(s) is very dirty, you will need to come by and purchase a new filter(s). However, if that is not the problem, you need to check for water below the unit & a cold surface on the exterior of the coil or you may even see ice build up on the copper lines. If these symptoms are present, your unit has frozen. You can try turning off your thermostat for a couple of hours to see if the unit will defrost. But, more than likely, you will need to call us and schedule a service call to have a qualified technician come out and properly diagnose and solve your problem, as there are many different variables that could be involved with this type of problem & certain steps will need to be taken. Call our office at 870-673-1356 or [Schedule Service Online](#).

Really High Energy Bills:

Besides the obvious reasons like your energy company raising local rates or temperatures being in the "extreme", there are many other factors that can cause unnecessary high energy bills. To learn more, visit our [Links & Resources](#) page. There, you will find a wealth of valuable information to help you save money on your bills all year long.

System Will NOT Shutoff:

This tends to happen when temperatures outside are at an extreme. Your system will run until it reaches the desired temperature that you set. However, on extreme temperature days, your system may run for long periods of time because it is trying to reach the desired temperature point. Try adjusting your thermostat to a more reasonable temperature, relative to the season. This should give your system a break and allow it to catch up and reach the desired temperature point. On the other hand, this is not always the solution to your problem. If this doesn't work call us at 870-673-1356 to schedule a service call or you can [Schedule Service Online](#). If this issue persists, you may have a more serious problem. Calling at the first sign of trouble could save you a much larger expense down the road. So please do not hesitate to call if your problem does not quit.