

## Troubleshooting:

What you can do before you call us

Troubleshooting a heating and cooling problem yourself could save you the expense of a wasted service call. The information listed here can be used to troubleshoot general heating & cooling problems. If this information does not help you or solve your problem, you may need a service technician to come check your system. If this is the case please give us a call at **870-673-1356** or [Schedule Service Online](#), so that your problem may be properly diagnosed.

1. Make sure your thermostat settings are correct, relative to the season & the temperature you desire.
2. Check to make sure that your disconnect switches & breakers are switched to ON. If they are turned to OFF, simply turn the breakers back on to see if this fixes your problem. If the breakers have tripped, you may need to reset the breaker box before the problem will be fixed. But keep in mind that breakers trip for a reason & simply resetting the breaker box may only delay an even bigger problem & expense down the road.
  - *If this does not solve your problem, continue to the next step.*
3. Check to make sure that you do not have any blown fuses. If a blown fuse is your problem, then you simply need to change the fuse(s) in question. However, certain precautions need to be taken for your safety. If you're comfortable changing a fuse(s) then you need to make sure you turn off all power to the fuse box. But, as with Breakers, fuses blow for a reason, & there may be a more serious problem that you do not know about.

Your safety is very important, so if you do not feel comfortable doing this, simply give us a call at **870-673-1356** & we will send a technician to your home to change the fuse.

If none of these options work, then you will need to schedule a service call & have a qualified technician come to your home & check your system. You can [Schedule Service Online](#) or call our office at **870-673-1356** to set up an appointment. If you simply have a question, you can visit our [Contact Us](#) page & send us your question right now or call us at the number listed above.