



GE APPLIANCE:

Each homeowner is asked to review the manuals and register their appliances with GE. All manuals are left at the house.

Registering with GE is important because Tuskes Homes does not provide service on any appliance. **If there is a problem with any GE product, the homeowner has to call GE directly to set up an appointment. GE will ONLY schedule an appointment with the homeowner directly; they will not schedule with a representative from Tuskes Homes.**

To Make an appointment with GE, please call:

1-800-432-2737

You can also go online to schedule an appointment at

<http://www.geappliances.com/ge/service-and-support/service.htm>

Thank you.

Dun Rite Electric

Phone: 610-264-5550

Troubleshooting Tips:

If outlet stopped working:

- Check other outlets to see if working or not
- Check the breakers
- Unplug everything from outlet, then Check/Reset the GFI.
 - Plug in one item at a time to see if it trips the outlet. If the same items keeps tripping the outlet, it is that item (ie vacuum cleaner) and not the outlet.

If needed, grab an extension cord and plug into a different outlet until electrician can get out.

If exterior outlet stops working, Follow steps above.

-The outlet could have gotten wet. Please allow time to dry and then try again. If continued problem, you can give Dun Rite a call.

Strow's Plumbing

Phone: 610-746-7851

Email: emergency@strowsinc.com

The following issues would constitute as an emergency:

No hot water – entire house

Active leak that you can't shut off water source

Please email: **Emergency@strowsinc.com** We ask that you include all detail and a picture of the area/problem so we can further assist you.

Troubleshooting Tips:

No hot water: (everywhere in the home, not just 1 area)

Gas: Unplug for 1 minute and plug back in, give it time to reset and see if it works,
If a code is blinking please include code in the e-mail

Electric: Check breaker to make sure it is not tripped

Active leak:

Shut off water either directly at fixture valve, or if you have a pex manifold, shut off at corresponding valve. If you are not sure where the source of leak is, shut off main water supply usually located in basement.

Active Leak where water cannot be shut off at source:

If you are aware of the leak source (Ex: After using master bath shower, or after flushing hall bath toilet), do not use the fixture until you speak with the plumber.

Water infiltration in the basement:

Check sump pump, Unplug and plug back in, give time to reset, also check to see if a breaker is tripped, check to see if GFI receptacle is tripped. Remove the lid and be sure the float is not stuck.

HANNABERY HVAC

the company that cares

HEATING ★ VENTILATION ★ AIR CONDITIONING
in PA: 1-800-544-HEAT

AREA CODE 215: (215) 536-0150
AREA CODE 610: (610) 346-7264
AREA CODE 570: (570) 586-1007

FOR EMERGENCY SERVICE FOR ALL
AREA CODES CALL (610) 366-8000

AIR CONDITIONING/HEAT PUMP FAILURE INSTRUCTIONS:

Please read the following instructions which are designed to help you avoid unnecessary service calls. These instructions will also help you get your problem corrected as quickly and economically as possible. We ask for your understanding and cooperation in restricting your emergency calls to those that are truly “emergency” no heat calls and medical emergencies only. Hannabery HVAC appreciates both your business and your trust and wants you to know that we will do our best to make your dealings with us as pleasant as possible.

THANK YOU - HANNABERY HVAC

BEFORE CALLING FOR SERVICE:

WHEN YOUR AIR CONDITIONING DOES NOT WORK:

1. Set thermostat to OFF position.
2. Check circuit breakers for indoor & outdoor units and reset if “tripped”. Make sure disconnect switch is “on”.
3. Check filter and clean or replace with MERV 8 rating or less.
4. Set thermostat to “cool” and temperature to 5 degrees below room temperature. Make certain that the fan comes on. Outdoor unit should restart within 10 minutes.
5. If indoor unit has a condensate pump, check to make sure plug from condensate pump is installed properly in outlet and that the outlet is energized.

Condensation leaks – water coming from indoor unit or furnace: Shut unit OFF and call our office 8:00 am – 5:00 pm, Monday thru Friday for service. If water leak is causing property damage, please contact our emergency telephone number listed above.

HELPFUL HINTS

1. Make sure outdoor unit is free and clear of snow, debris, leaves and other air blocking materials – both on top and sides.
2. Have equipment cleaned/serviced on a regular basis.

RATES

Monday thru Friday	8:00 am – 5:00 pm	Regular Rate
Monday thru Friday	5:00 pm – 8:00 am & Saturday	1-1/2 x Regular Rate
Sunday & Holidays	(all hours)	1-1/2 x Regular Rate

WHEN YOUR HEAT DOES NOT WORK:

1. Set thermostat to OFF position.
2. Check circuit breakers for indoor & outdoor units and reset if “tripped”. Make sure disconnect switch is “on”.
3. Check filter and clean or replace with MERV 8 rating or less.
4. Wait 5-10 minutes and put thermostat on HEAT and raise temperature to 5 degrees above room temperature. Make certain that the fan comes on. Outdoor unit should restart within 10 minutes.
5. If system fails to restart, switch system to emergency heat mode at the thermostat.
6. If emergency heat does not function, call our emergency service telephone number listed above.

PLEASE NOTE:

If the above steps are not taken, you may be charged for a service call, even if your unit is covered under warranty. Any repairs or modifications to the heating or cooling system without the expressed authorization of Hannabery HVAC will void any existing warranty. This includes, but is not limited to, set-back thermostats, electronic air cleaners and humidifiers.

**INFORMATION HOLDERS ARE PROVIDED FOR EQUIPMENT MANUALS AND SERVICE TICKETS.
HANNABERY REQUESTS ALL INFORMATION BE KEPT IN INFORMATION HOLDERS.**

NOTE: Emergency service after first year is only available to customers with maintenance plans. Call office for details.

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AIR CONDITIONING/GAS FURNACE/OIL BURNER FAILURE INSTRUCTIONS:

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GAS FURNACE/BOILER FAILURE INSTRUCTIONS: WHEN YOUR GAS FURNACE DOES NOT WORK -

In the event your gas heater is not functioning, please follow the instructions below:

1. **In case of gas odor, evacuate premises immediately. Call gas provider from another location.**
2. Adjust thermostat to OFF position or lowest possible setting.
3. Check breakers and switches, both at heater and at top of basement steps.
4. If system uses LP gas, make sure tank is at least 30% full.
5. Make sure lower furnace door is tightly closed on furnace.
6. Set thermostat to heat position and raise thermostat setting 10 degrees above room temperature.
7. If furnace/boiler has condensate pump, check to make sure plug from condensate pump is installed properly in outlet and that outlet is energized.
8. Check filter and clean or replace as needed with a MERV 8 rating or less.

OIL FURNACE/BOILER FAILURE INSTRUCTIONS: WHEN YOUR OIL BURNER DOES NOT WORK -

In the event your oil furnace/boiler is not functioning, please follow the instructions below:

1. Adjust thermostat to lowest setting, then back up to desired temperature.
2. Check the breakers and switches, both at heater and at top of basement steps.
3. Check oil level in your tank.
4. Set thermostat to heat position and raise thermostat setting 10 degrees above room temperature.
5. If burner does not come on, reset burner once by pushing red button on top of oil burner.
6. Check filter and clean or replace as needed with a MERV 8 rating or less.

AIR CONDITIONING FAILURE INSTRUCTIONS: WHEN YOUR AIR CONDITIONING DOES NOT WORK:

1. Check circuit breakers for indoor & outdoor units and reset if “tripped”. Make sure disconnect switch is “on”.
2. Check filter and clean or replace as needed with a MERV 8 rating or less.
3. Set thermostat to “cool” and temperature to 5 degrees below room temperature.
4. If indoor unit has a condensate pump, check to make sure plug from condensate pump is installed properly in outlet and that the outlet is energized.

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HELPFUL HINTS

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