



The Cornerstone of Quality

NEW HOME TROUBLESHOOTING

ELECTRICAL

PROBLEM	REMEDY
No Power to exterior plugs	The GFCI receptacle may have tripped. The reset button is located on the receptacle itself. The receptacles can be found at the back or by the front porch. Check breaker on main electrical panel
No Power to bathrooms	Reset GFCI located on receptacles. Generally found in Powder rm. Check breaker on main electrical panel
No Power to kitchen	Reset GFCI located on receptacles on wall in kitchen
No Power to Whirlpool Tub	Reset GFCI located in basement. Can be found above electrical panel. Check breaker on main electrical panel
Light fixture not working	If light is on a 2 way switch, try both switches. Replace light bulb
Switch to living rm. does not work	This switch is intended to power one receptacle for a lamp. Switch operates either the top or bottom section of the electrical outlet.
Plug and switches do not work	Inspect breaker(s) on main electrical panel
Complete Power Loss	Check with your Local Utility Company



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PLUMBING

PROBLEM	REMEDY
Sump pump malfunction	Make sure your sump "pit" is clean of debris that may have accumulated and may be blocking the outlet pipe.
Sound emanates through out house when exterior hose bibs are turned on.	The backflow preventor needs replacing.
Toilet appears not to flush properly	In order to preserve water consumption, the industry is required to install low flush toilets. A good tip is to hold down the lever for a few extra moments when flushing.
Toilet runs on	Lift tank lid and inspect that the chain or cord to the valve flapper has not come loose.
Ticking sounds coming from walls.	This is created from drain pipes which expand and contract when heating up or cooling down. This is a common occurrence.
Leak in Plumbing Water Lines (Plastic Pipes)	The kitchen sink and toilets have shut-off valves. Turn off water valve where necessary and if this is not effective follow the recommended procedure. Cold water line leak – Shut off valve at water meter. Hot water line leak – Shut off valve at Hot water tank.
Leak in Plumbing Drain Lines	Discontinue use of that particular fixture until repaired.



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HEATING

PROBLEM	REMEDY
Furnace will not turn on	Check thermostat to ensure it is properly set to heat. Ensure circuit breaker is set to on. Check that gas valve is turned on. Check that the neutralizer is not obstructed. This is located at base of furnace and has a drain tube attached. Make sure switch located above furnace is turned on. Inspect exterior vent for blockage. If you have a digital thermostat, the battery may need replacing.
Water heater will not turn on	Ensure the power vent is plugged in. Check that the gas valve and blue dial is turned on. This appliance is generally a rental unit. If all fails, call your rental supplier for service.
Certain areas do not heat/cool like other areas throughout the house	Inspect the furnace filter. Clean or replace if necessary. Perform a heat balance by regulating air flow throughout the home by adjusting the dampers located inside the floor registers to direct more air flow as required.
Air Conditioner Freezing up or not cooling effectively	Check for dirty or clogged filters. Thermostat may be set too low resulting in condenser freeze-up. If you are using a programmable thermostat do not have temperature settings vary by more than two degrees.



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BASEMENTS

PROBLEM	REMEDY
Moisture around perimeter walls	More often than not, this is caused from condensation. Running a dehumidifier and using your ventilating fan located in your main bathroom will alleviate this situation.
Water has penetrated into basement	Check foundation walls for cracks. Inspect that outside grading is sloping away from the wall. Ensure down-pipe spout is diverting water away from foundation. Inspect irrigation system. Water should not be directed against the building.
Cracks on basement floor	This is very normal as concrete shrinks. Cracks greater than 6mm in width should be brought to our attention.
Finished Basements	We recommend that you do not finish your basement within the first year of your possession date. Access is required to service your home during the warranty period.
Cold Cellar does not cool in summer	This is normal. Keep door open to allow cooler air to enter into room. Inspect air vent for blockage.



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INTERIORS

PROBLEM	REMEDY
Condensation on windows	<p>This is a common occurrence. Check relative humidity level. If moisture is excessive, review the following,</p> <ol style="list-style-type: none">1) Ensure the dryer vent is fastened properly to exterior vent2) Use ventilating fan to remove moist air3) It might be necessary during the first few years to use a dehumidifier.4) Lower or turn off Humidifier5) Run the rangehood and bathroom fans6) Don't keep your window coverings closed on your windows. They should be slightly open to allow the air to circulate around the window and not trap air. Quickly remove any moisture that accumulates on window sills.
Hardwood floors are creaking, buckling or gapping	<p>The humidity level in your home is not desirable. Low levels cause shrinkage gaps and creaks - typically in winter or dry months. High humidity in the summer months causes the flooring to swell and buckle. Maintain humidity at a consistent level. You may need to acquire a hygrometer (humidity gauge). Do not allow your electronic thermostat to operate at a wide range.</p>
Gas Fireplace does not turn on	<p>Check to see if gas line is turned on. Make sure pilot flame is on. If problem persists, call for service as it is common for spiders to block burner orifice.</p>