FREE HOMEOWNER CHECKLIST

Before You Call: The 5-Minute Home Check

What to check when your furnace, hot water tank, pipes or drains act up, and when it's time to call a pro.

SAFETY FIRST **Smell gas?** Leave the house right away, then call ATCO's 24-hour emergency line or 911 from outside. Don't flip switches or use your phone inside. **Carbon monoxide alarm going off?** Get everyone outside and call 911.

Furnace

- [ ] Thermostat set to **Heat**, fan set to **Auto**, and batteries are good
- [ ] Filter is clean (hold it up to a light; if you can't see through it, replace it)
- [ ] Furnace power switch is on and the breaker hasn't tripped
- [ ] Furnace front panel is closed tight
- [ ] Outside intake and exhaust pipes are clear of snow and ice
- [ ] Vents and registers are open and not blocked

Call us if: you smell gas, hear banging or squealing, or it starts and shuts off after a few seconds.

Hot Water Tank

- [ ] No water pooling around the base of the tank
- [ ] Gas tank: pilot light is lit (check the small window near the bottom)
- [ ] Electric tank: the breaker hasn't tripped
- [ ] Temperature dial hasn't been turned down
- [ ] Rental tank? Call your rental company first
- [ ] Note the tank's age from the label on the side

Call us if: the tank itself is leaking, the water is rusty, or you smell gas.

Leaks

- [ ] You know where your main water shut-off is (usually in the basement by the water meter)
- [ ] Water is off at the fixture valve or the main if it's spreading
- [ ] Leaks all the time (supply line) or only when something runs (drain)?
- [ ] Valuables moved and photos taken for insurance

Call us if: water is near anything electrical, the ceiling is sagging, or the leak won't stop.

Drains

- [ ] Is it one drain or several? (Several usually means the main line)
- [ ] Try a plunger and clean out the stopper or trap
- [ ] Skip the chemical drain cleaners; they can damage pipes
- [ ] Does the floor drain back up when the washer empties?

Call us if: sewage backs up in the basement, several drains are slow, or it keeps coming back.

Have this ready when you call: a photo of the problem, the unit's age if you know it, and what you've already checked. It helps us give you a straight answer faster.

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FIRST SERVICE

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HOMECHECK

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