



Celia W. Dunn Properties, LLC

TENANT TROUBLE SHOOTING GUIDE

Please read the below trouble shooting guide. Completing these steps may save you money! Tenants maybe charged for a service call if the service person determines that the tenant failed to perform routine maintenance task as outlined below. Please try these steps before emailing jean.stacy@celiadunn.com. Service calls are scheduled **Monday – Friday between 8:00 am and 5:00 pm.**

- **Smoke Detector won't work when tested**
Test with approved smoke detector smoke spray, replace battery.
- **Smoke Detector beeps**
Replace battery, check for proper wire connection.
- **No Power to Plugs or Switches**
Check and reset breaker panel or replace blown fuses. Check and reset all GFI outlets (located in the kitchen, bathrooms, utility rooms and garages). Check if plug works off a wall switch.
- **Garbage Disposal doesn't work**
When on, do you hear a buzz? If you do not hear a buzz, hit the reset button on the bottom of the disposal and test. If you hear a buzz, turn off disposal and unplug from the wall. Mounted on the side of the disposal or side of the cabinet may be an Allen wrench. Put the wrench in the center shaft and twist back and forth (this unjams the disposal). Remove the object that is causing the obstruction, turn back on and test. Repeat until the object is removed.
- **Plumbing or Fixtures Leak**
Turn off water fixture, turn off water supply line and notify Landlord immediately.
- **Toilet is Plugged**
Plunge and test
- **No Heat**
Check thermostat. Check furnace covers are in properly. Check that a switch that looks like an ordinary light switch is turned on (located near the furnace). Did you pay your bill?
- **Dishwasher won't Drain**
Clean food out of bottom of dishwasher.
- **Dishwasher grinds or no water coming in**
Turn off, if no water on the bottom pour two large glasses of water into the bottom and re-start. If problem continues, contact Landlord and discontinue use.
- **Refrigerator too warm or too cold**
Check thermostat is set correctly.
- **Water drips from Freezer to refrigerator compartment**
Remove all food and store in cooler. Turn of refrigerator and allow to defrost. Turn refrigerator back on and replace food.
- **No Air Conditioning**
Check all circuit breakers. Clean and replace filter and test
- **No Electricity**
Check all breakers, flip them hard to the OFF position and then hard to the ON position. Check all GFI in bathrooms, kitchens, laundry room, and garage. Replace any blown furnaces. Call Georgia Power at 888-660-5890.