

*Central heating not working?*

**10 THINGS TO  
CHECK  
BEFORE  
CALLING FOR  
SERVICE**



We are committed to our customers' comfort and safety.

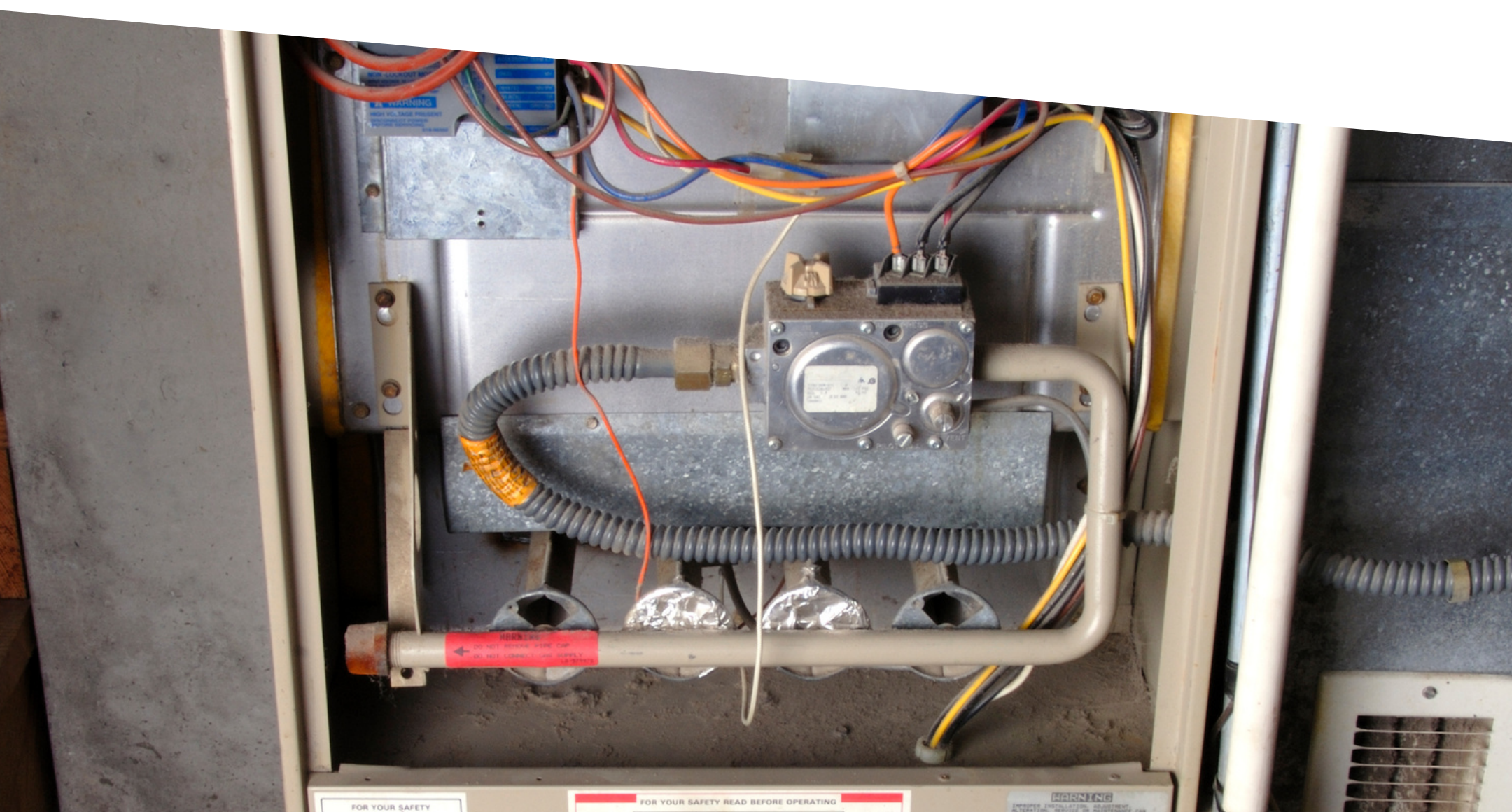
To help troubleshoot easy-to-fix issues that come up with central heating, our team has put together this guide of common problems that can often be solved before you need to bring in a professional.



# REATTACH THE ACCESS PANEL

Check that the removable door or covering that provides access to the internal components of your furnace is closed.

Some furnaces will not run until the furnace access panel is properly secured. If it is open, make sure to reattach the access panel door before restarting your furnace.





# ENSURE THE VENTS ARE OPEN

Walk through your home and ensure that all the air vents (both return and supply) are open and unblocked.

Even if you're trying to save energy, never close a vent more than 50% as this can cause pressure build up, moisture that can lead to mold and inadequate air flow to your system.





# CHECK THE THERMOSTAT

Check that the thermostat is set properly to the "heat" or "cool" position and confirm an appropriate temperature setting.

If your thermostat is battery operated, check to see if the batteries need replacing.



# VERIFY IF THE GAS SHUTOFF IS OPEN

The gas shutoff is typically a valve located along the gas supply line. It controls the flow of natural gas or propane to the furnace.

If the valve handle is aligned with the pipe, it is open, allowing gas flow. If the gas shutoff is closed, identify the reason before attempting to turn it back on. Always exercise caution to prevent gas leaks or call an HVAC professional.





# CHECK THE FILTER

Remove the furnace filter and replace it if it seems dirty or clogged.

Not sure if it needs replacing? Try Vini's "Gray Test."

As a general rule of thumb, if the filter is a light shade of gray, your filter probably has a couple of weeks left and is still good. However, if the filter is dark gray it is time to replace it ASAP for optimal efficiency.



*Still having trouble?*

**WE'RE HERE  
TO HELP.**

**Mon - Fri | 8:00a to 8:00p**

**Saturday | 10:00a to 6:00p**

**Sunday | CLOSED**

You can call or text us during regular business hours and we'll be happy to schedule a trained technician to come out and diagnose your issue.

**773.456.5883**

[www.pcheatingandcooling.com](http://www.pcheatingandcooling.com)





Our goal is to surpass the expectations of each customer and provide honest, reliable service that leaves our customers happy and comfortable.

But don't take it from us, we have more than 180 reviews from customers who have shared their experience with Preferred Comfort Heating and Cooling.



