

# Problems & Solutions

For the Fidelity National Home Warranty homeowner!



 **FIDELITY  
NATIONAL  
HOME WARRANTY**

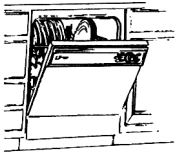
[homewarranty.com](http://homewarranty.com)

# Refrigerator



Symptom	Possible Causes	Solution
Refrigerator cools poorly or runs constantly	<ul style="list-style-type: none"> <li>■ The freezer may be overpacked, not allowing the evaporator fan to work properly.</li> </ul>	<ul style="list-style-type: none"> <li>■ Move food in the freezer away from the evaporator fan.</li> </ul>
	<ul style="list-style-type: none"> <li>■ There may be heavy frost accumulation in the freezer.</li> </ul>	<ul style="list-style-type: none"> <li>■ Defrost the freezer more often.</li> </ul>
	<ul style="list-style-type: none"> <li>■ The door may be opened too much.</li> </ul>	<ul style="list-style-type: none"> <li>■ Open the refrigerator door as little as possible.</li> </ul>
	<ul style="list-style-type: none"> <li>■ The temperature setting may not be adjusted correctly.</li> </ul>	<ul style="list-style-type: none"> <li>■ Adjust the temperature setting inside the refrigerator. The ideal temperature setting for the freezer is between 0° and 5°F, and the ideal setting for the refrigerator is between 35° and 40°F. Allow 24 hours for the temperature to equalize.</li> </ul>
	<ul style="list-style-type: none"> <li>■ The door gasket may be bad.</li> </ul>	<ul style="list-style-type: none"> <li>■ Straighten the door gasket by applying a blow dryer to the door gasket to dry it. This should straighten them out.</li> </ul>
	<ul style="list-style-type: none"> <li>■ The coils may be dirty.</li> </ul>	<ul style="list-style-type: none"> <li>■ Clean the coils under the refrigerator with a coil brush.</li> </ul>
	<ul style="list-style-type: none"> <li>■ The light inside the refrigerator is on.</li> <li>■ The weather may be hot and humid. If the refrigerator constantly runs but cools well, there is no problem.</li> </ul>	<ul style="list-style-type: none"> <li>■ Check the door switch.</li> </ul>
Refrigerator cycles on and off	<ul style="list-style-type: none"> <li>■ The door gasket may be bad, and leaking hot air in the refrigerator.</li> </ul>	<ul style="list-style-type: none"> <li>■ Straighten the door gasket by applying a blow dryer to the gasket to dry it. This should straighten them out.</li> </ul>
	<ul style="list-style-type: none"> <li>■ The coils may be dirty.</li> </ul>	<ul style="list-style-type: none"> <li>■ Clean the coils under the front of the refrigerator with a coil brush.</li> </ul>
Refrigerator does not run	<ul style="list-style-type: none"> <li>■ The refrigerator may not be plugged in.</li> </ul>	<ul style="list-style-type: none"> <li>■ Determine whether the refrigerator is plugged in.</li> </ul>
	<ul style="list-style-type: none"> <li>■ The power may be out.</li> </ul>	<ul style="list-style-type: none"> <li>■ Ensure that there is power in the home; determine whether the circuit breakers are tripped or if the fuses have blown. Reset the circuit breakers if needed.</li> <li>■ To discern whether it is the refrigerator or electricity within the home that needs service, plug a lamp into the same outlet as the refrigerator is plugged into. If the lamp turns on, the refrigerator needs servicing. If the lamp does not turn on once it is plugged in, the electricity needs servicing.</li> </ul>
Refrigerator is making a lot of noise	<ul style="list-style-type: none"> <li>■ The back of the refrigerator may be dirty.</li> </ul>	<ul style="list-style-type: none"> <li>■ Clean the back of the refrigerator with a handheld vacuum.</li> </ul>
	<ul style="list-style-type: none"> <li>■ The refrigerator may not be sitting level.</li> </ul>	<ul style="list-style-type: none"> <li>■ Ensure the refrigerator is sitting level.</li> </ul>
	<ul style="list-style-type: none"> <li>■ The drain pan may be touching the sides of the refrigerator.</li> </ul>	<ul style="list-style-type: none"> <li>■ Move the drain pan so it does not touch the sides of the refrigerator.</li> </ul>
Refrigerator leaks underneath	<ul style="list-style-type: none"> <li>■ There may not be a drain pan under the refrigerator, or if there is a drain pan, it may be broken.</li> </ul>	<ul style="list-style-type: none"> <li>■ Replace the drain pan.</li> </ul>
Refrigerator smells unusual	<ul style="list-style-type: none"> <li>■ The drain pan is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>■ Clean and disinfect the drain pan.</li> </ul>
	<ul style="list-style-type: none"> <li>■ The drains inside the refrigerator may be clogged.</li> </ul>	<ul style="list-style-type: none"> <li>■ Open and clean the drains inside the refrigerator. To do this, simply take the storage drawers out of the refrigerator. You will find the drains behind the drawers. Clean the drains with soap and hot water. Once you are done, return the storage drawers to their original compartments.</li> </ul>

# Dishwasher



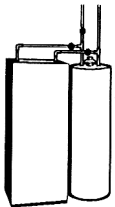
Symptom	Possible Causes	Solution
Dishwasher will not turn on	<ul style="list-style-type: none"> <li>The door may not be locked or latched properly.</li> <li>The dishwasher may not be plugged in or the switch turned on, depending on your model.</li> <li>The timer is not set to the ON position.</li> <li>The RINSE AND HOLD setting may be in the ON position. This setting must be in the OFF position for the dishwasher to operate.</li> <li>There may be no power.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the door clicks when closed, and closes all the way. Press the RESET button until you hear two clicks.</li> <li>Ensure that the dishwasher is plugged in and that the switch is turned ON.</li> <li>Ensure the timer is set to the ON position.</li> <li>Ensure that the RINSE AND HOLD setting is in the OFF position.</li> <li>Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers haven't tripped, or the fuses blown. Reset the circuit breakers if needed.</li> </ul>
Dishes are not being cleaned	<ul style="list-style-type: none"> <li>The water isn't hot enough. The water needs to be at least 130° degrees to clean the dishes. The soap will not dissolve if the water is not hot enough.</li> </ul> <p><b>FUTURE PREVENTION:</b></p> <ul style="list-style-type: none"> <li>Thoroughly scrape plates before loading them into the dishwasher.</li> <li>Load the dishes carefully. Don't block the spray arms or soap dispenser. Leave space between dishes for proper circulation.</li> <li>Ensure the dishwasher sits level and does not wobble.</li> </ul>	<ul style="list-style-type: none"> <li>First run hot water at the kitchen sink to determine if you have running hot water. Depending where your water heater is located in relation to your dishwasher, it may take longer than normal to receive hot water. If you receive hot water from the kitchen sink, turn on the kitchen sink faucet until hot water comes through before running the dishwasher. Then, run the dishwasher.</li> <li>If you have running hot water but the dishwasher is still not cleaning the dishes, slightly turn up the temperature on the water heater.</li> <li>Use a dry powder detergent.</li> </ul>
Clogged spray arm	<ul style="list-style-type: none"> <li>There is debris in the disposal or drainline.</li> <li>Dishes are obstructing the spray arm.</li> </ul>	<ul style="list-style-type: none"> <li>Rinse the dishes before putting them into the dishwasher.</li> <li>Clean or replace the spray arm.</li> </ul>
Dishes do not dry	<ul style="list-style-type: none"> <li>The HEATED DRY setting may not be set, or if it is set, it may not be hot enough.</li> <li>The ENERGY SAVER setting may be set to the ON position. (ENERGY SAVER setting will turn off the HEATED DRY setting.)</li> </ul>	<ul style="list-style-type: none"> <li>Set the HEATED DRY setting to the ON position.</li> <li>Turn the ENERGY SAVER setting to the OFF position.</li> </ul>
Water in dishwasher will not stop running	<ul style="list-style-type: none"> <li>The float valve may be stuck.</li> </ul>	<ul style="list-style-type: none"> <li>Check the float valve at the bottom of the dishwasher and determine if it moves freely. Remove any obstructions.</li> </ul>
Water does not drain from dishwasher	<ul style="list-style-type: none"> <li>Air gap on top of sink may be clogged.</li> <li>The drain/filter may be clogged.</li> <li>The drain hose may be kinked.</li> </ul>	<ul style="list-style-type: none"> <li>Run garbage disposal to unclog air gap.</li> <li>Inside the dishwasher at the bottom of the unit there is float or pressure switch that looks like an upside down cup. It should move up and down freely. Remove any large food particles, glass, plastic, etc. that have become lodged under this switch so the unit can function properly.</li> <li>Remove any debris from the drain/filter.</li> <li>Straighten out the drain hose.</li> </ul>
Leak at the bottom or front of dishwasher	<ul style="list-style-type: none"> <li>If soap suds appear where the leak is originating from, the wrong kind of soap is being used.</li> <li>Something may be blocking the front, right corner of the dishwasher. This is where the dishwasher drains.</li> <li>There may be debris in the door gasket.</li> </ul> <p><b>NOTE:</b> If these solutions do not solve the problem, the leakage could be a result of the unit not draining properly.</p>	<ul style="list-style-type: none"> <li>Remove any remaining liquid soap from the system by placing a cup of vinegar in dishwasher and running it through a cycle.</li> <li>Use dry dishwashing soap.</li> <li>Do not block the front, right corner of the dishwasher with dishes, glasses, pots and pans, etc.</li> <li>Remove any debris in the door gasket.</li> </ul>

# Trash Compactor



Symptom	Possible Causes	Solution
Trash compactor smells unusual	■ The deodorant may be empty.	■ Replace the deodorant. Refer to your Owner's Manual for instructions.
	■ The aerosol nozzle on the deodorant may be clogged.	■ Ream the aerosol nozzle out with a thin wire.
Trash compactor is noisy or squeaks	■ The trash compactor may need lubrication.	■ Use White Lithium Grease or WD-40 on the shaft/drive screws.
	■ Some parts may be loose.	■ Check and tighten every bolt and screw. <b>NOTE:</b> Pulling the trash compactor out of its compartment may be required. If it needs to be pulled out, call for service.
Trash compactor will not sit level	■ The leveling legs may not be balanced.	■ Refer to your Owner's Manual.
	■ The unit may not be securely attached under the counter.	■ Tighten the screws under the counter to secure the trash compactor
Trash compactor will not turn on	■ The trash compactor may not be plugged in.	■ Ensure the unit is plugged in by checking the power cord under the sink. If the trash compactor makes any noise, it has power.
	■ Safety switch may not be turned on. Depending on model, trash compactor will not operate if there is no safety/switch key.	■ If the trash compactor has a safety switch/key, ensure it is in the lock position. Turn the safety to the ON position.
	■ The door may be open.	■ Ensure the door is closed.
	■ The power may not be on.	■ Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.
	■ Trash compactor may be jammed, due to obstructions on the track or behind door.	■ Clear any debris/obstructions behind the door and on the tracks.
	■ The motor may be overloaded.	■ Unplug the trash compactor and allow the motor to cool for 10 minutes. After 10 minutes, plug the trash compactor back in and try again.

# Water Heater



Leak at the temperature and pressure valve	■ The water is too hot.	■ Turn down the temperature on the thermostat.
Water heater unit will not heat	■ Electric Water Heater: The power is off.	■ Check the circuit breakers. Ensure that the circuit breakers are not tripped. Reset the circuit breakers if needed.
	■ Gas Water Heater: The pilot light is not lit.	■ Determine whether the pilot light is lit. If the pilot light is lit, turn the gas valve to the ON position. If the pilot light is not lit, call the Gas company to light the pilot light.
Water heater leaks at the flush/drain valve	■ The flush/drain valve connection may be loose.	■ Tighten the flush/drain valve connection. ■ Install a PVC cap over the drain opening to avoid leakage.
Water heater leaks at the top	■ The water heater supply line connections may be loose.	■ Tighten the water heater supply line connections.
Water heater makes a rumbling/clanking noise	■ There may be sediment buildup in the water heater.	■ The water heater should be drained to flush out any sediment buildup.
Water heater makes a sizzling noise	■ Condensation is dripping on the burner.	■ This is normal; there is no solution.
Water is not hot enough	■ The thermostat's setting is not high enough.	■ Slightly turn up the thermostat.
		■ If the temperature is set on the highest setting, drain the water heater.

# Cooktop/ Range/Stove



Symptom	Possible Causes	Solution
Burners will not turn on (for gas cooktops only)	<ul style="list-style-type: none"> <li>The gas valve at the supply line may not be open.</li> <li>The pilot light may be out.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the gas valve is open at the supply line valve.</li> <li>Determine if the pilot light is on. If the pilot light is not on, call the Gas company to come out and light the pilot light for you; this service is free of charge.</li> </ul>
Burners will not turn on (for electric and Jenn-Air cooktops only)	<ul style="list-style-type: none"> <li>The cartridges may not be plugged in.</li> <li>The power may be out.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that all the cartridges are fully plugged in.</li> <li>Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.</li> </ul>
Electric burner will not heat	<ul style="list-style-type: none"> <li>The oven range may not be plugged in.</li> <li>The cartridge may be loose or dislodged.</li> <li>There may be no power.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the unit is plugged in.</li> <li>Push in the burner to tighten the contact.</li> <li>Push in the RESET button, if applicable.</li> <li>Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.</li> </ul>
<b>GENERAL TIPS:</b> Replace burners instead of swapping them which may burn out a good connection.		
Electric burner is heating unevenly	<ul style="list-style-type: none"> <li>The pan/element may be too large for the burner.</li> <li>There may be buildup on the burner surface.</li> <li>There may be excessive oil in the drip pan.</li> </ul>	<ul style="list-style-type: none"> <li>Push in the surface element for good contact.</li> <li>Clean the burner surface and the buildup with vinegar.</li> <li>Remove the foil from the drip pan and secure the contact.</li> <li>Check the circuit breaker. A dedicated circuit will be needed.</li> <li>If nothing else works, reset the circuit breakers and check the plug.</li> </ul>
Electric cooktop/range/stove is non-operational	<ul style="list-style-type: none"> <li>The setting may be in the TIME BAKE/SELF-CLEANING mode.</li> <li>There is no power.</li> </ul>	<ul style="list-style-type: none"> <li>Take the setting off the TIME BAKE/SELF-CLEANING mode.</li> <li>Determine whether the clock is working. If the clock is working, there is power.</li> <li>Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.</li> </ul>
Electric cooktop element smokes	<ul style="list-style-type: none"> <li>There may be grease buildup on the element.</li> <li>The oven may be dirty. The oven will smoke if it is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>Clean the grease build up with vinegar.</li> <li>Remove the foil from the drip pan. Clean or replace the drip pan.</li> <li>Clean the oven twice.</li> <li><b>NOTE:</b> It's normal for the back burner to smoke.</li> </ul>
Gas cooktop/range/stove will not light	<ul style="list-style-type: none"> <li>The pilot light may be out.</li> <li>There may have been a spill.</li> <li>The gas supply valve may be shut off.</li> </ul>	<ul style="list-style-type: none"> <li>Call the Gas company to come out and light the pilot light. This service is free of charge.</li> <li>If there is a spill, let it dry for 24 hours and call the Gas company to come out and light the pilot light. This service is free of charge.</li> <li>Ensure that the gas supply valve is on.</li> </ul>
Gas cooktop/range/stove is not lighting completely	<ul style="list-style-type: none"> <li>The burner orifice is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>Clean the orifice on the burner with a paperclip.</li> </ul>

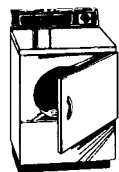
# Garbage Disposal



**NOTE:** Make sure you unplug the garbage disposal before performing any work.

Symptom	Possible Causes	Solution
Garbage disposal drains slowly	<ul style="list-style-type: none"> <li>There may be a buildup of debris or grease.</li> </ul>	<ul style="list-style-type: none"> <li>Flush the garbage disposal with hot water. Then, run ice through the unit.</li> <li>Pour 1 cup of vinegar, 1 cup of baking soda and 1 cup of salt separately down the drain, followed by a pot of boiling water. Repeat 1-3 times to clear the line effectively.</li> <li>Use a plunger over the drain opening in the sink. If there are two sinks, ensure that the second sink is plugged.</li> </ul>
Garbage disposal hums but unable to chop food	<ul style="list-style-type: none"> <li>There may be obstructions in the garbage disposal.</li> </ul>	<ul style="list-style-type: none"> <li>Unplug the garbage disposal and remove any obstructions through the kitchen sink. Plug the unit back in and press the RESET button.</li> <li>Check the RESET button.</li> <li>Unplug the garbage disposal. Insert an allen wrench underneath the garbage disposal to un-jam the unit. Move the allen wrench counter-clockwise to free up any obstructions. Plug the unit back in and press the RESET button.</li> </ul>
Garbage disposal is noisy	<ul style="list-style-type: none"> <li>There may be obstructions in the garbage disposal.</li> </ul>	<ul style="list-style-type: none"> <li>Unplug the unit. Clear the garbage disposal of any debris or foreign objects through the kitchen sink. Plug the unit back in and press the RESET button.</li> </ul>
Garbage disposal smells of sewage	<ul style="list-style-type: none"> <li>This is normal buildup.</li> </ul>	<ul style="list-style-type: none"> <li>Fill an ice cube tray 1/2 full of vinegar and 1/2 full of water. Once the cubes are frozen, run them through the unit 2-3 times a week for about a month. The ice will also help keep the blades sharp!</li> </ul>
No power to the garbage disposal	<ul style="list-style-type: none"> <li>There may be no power.</li> </ul>	<ul style="list-style-type: none"> <li>Unplug the garbage disposal and plug it back in. Press the RESET button.</li> <li>Ensure that the switch on the wall is turned on. Some units require the wall switch to be turned on in order to operate.</li> <li>Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.</li> </ul>

# Dryer

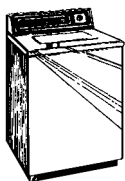


## GENERAL TIPS:

- Always clean the lint filter after each drying cycle.
- If the lint filter is torn, replace it immediately.
- Do not overload the dryer with clothes.

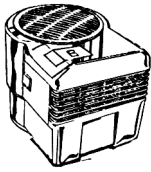
Dryer makes a banging noise when in use	<ul style="list-style-type: none"> <li>Shoes and belts may be in the dryer.</li> </ul>	<ul style="list-style-type: none"> <li>Remove any shoes and/or belts.</li> </ul>
Drum that turns the clothes does not dry the clothes	<ul style="list-style-type: none"> <li>The lint filter may be dirty.</li> </ul>	<ul style="list-style-type: none"> <li>Remove and clean the lint filter after each use.</li> </ul>
	<ul style="list-style-type: none"> <li>The vent on the side of the house may be blocked.</li> </ul>	<ul style="list-style-type: none"> <li>Clear any debris blocking the vent on the side of the house. Ensure that the flapper is open and moves.</li> </ul>
	<ul style="list-style-type: none"> <li>There may be too many clothes in the dryer.</li> </ul>	<ul style="list-style-type: none"> <li>Reduce the load.</li> </ul>
Dryer will not run	<ul style="list-style-type: none"> <li>The door may not be shut.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the dryer door is shut tightly.</li> </ul>
	<ul style="list-style-type: none"> <li>The power may be out.</li> </ul>	<ul style="list-style-type: none"> <li>Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.</li> </ul>

# Washing Machine



Symptom	Possible Causes	Solution
Soap does not dissolve	■ The washer may be set to the wrong temperature setting.	■ Use hot water to wash the clothes. If you are washing clothes in cold water, use soap designed for cold water temperature.
	■ The wrong detergent may be the culprit.	■ Use detergent made for the water temperature you are washing clothes in.
Washer does not drain	■ The washer lid may be open. Most washers won't operate if the lid is open.	■ Ensure that the washer lid is closed.
	■ The drain hose may be kinked.	■ If kinked, straighten the drain hose out.
	■ The position of the drain hose may be too high.	■ The drain hose should not be more than 4 feet above the floor. Lower the hose if it is higher than 4 feet.
	■ The drain hose may be clogged.	■ Clean the drain hose(es) out. The hose(es) can be removed by unscrewing them from the back of the washer.
Washer fills with water but the motor doesn't run	■ The washer lid may be open. Most washers will not operate if the lid is open.	■ Ensure that the washer lid is closed.
	■ There may be too many items in the washer.	■ Lighten the load and wait 15 minutes for the washer motor to reset.
Washer is non-operational	■ The washer may not be plugged in.	■ Ensure the washer is plugged in.
	■ The power may be out.	■ Check the circuit breakers and fuses. Ensure that the circuit breakers have not tripped, or the fuses blown. Reset the circuit breakers if needed.
Washer is not cleaning clothes	■ The wash cycle may be on the wrong setting.	■ Make sure the cycle is set to NORMAL, not GENTLE.
Washer leaks	■ The hose bib connections may be loose.	■ Tighten the hose bib connections.
	■ There may be a hole in the water supply hose(s).	■ If needed, replace the water supply hose(s).
Washer vibrates and/or makes a banging noise	■ The clothes are not distributed evenly in the washer.	■ Reduce or level the load and re-distribute the load evenly.
Washer will not fill up with water	■ The lid may be open. Most washers will not operate if the lid is open.	■ Close the lid.
	■ The washer may not be plugged in.	■ Ensure that the washer is plugged in.
	■ The hose bibs may not be turned on.	■ Ensure that the water supply valves are turned on.
	■ The inlet hose filters may be clogged.	■ Check the inlet hose filters and clean them if necessary. To access the filters, unscrew the drain hoses at the back of the washer. The filters should be visible once the hoses are removed.
	■ There may be a kink in one or more hoses.	■ If there is a kink in one or more hoses, straighten the hose(s) out.
	■ The timer may not be set.	■ Turn the timer slightly or press the buttons in firmly.
	■ The power may be out.	■ Check the circuit breakers and fuses. Ensure that the circuit breakers have not tripped, or the fuses blown. Reset the circuit breakers if needed.
Water is not hot enough	■ The thermostat's setting is not high enough.	■ Slightly turn up the thermostat.
		■ If the temperature is set on the highest setting, drain the water heater.

# Forced Air Conditioning



Symptom	Possible Causes	Solution
<b>Air conditioner is non-operational</b>	<ul style="list-style-type: none"> <li>There is no power to the unit.</li> </ul>	<ul style="list-style-type: none"> <li>Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.</li> <li>Ensure the Safety Switch at the Unit (SSU) near furnace is set to ON position.</li> </ul>
<b>Air conditioner is smoking</b>	<ul style="list-style-type: none"> <li>There may be debris stuck in the unit.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the unit is free of debris, especially leaves.</li> <li>Turn off circuit breakers, disconnect fuses.</li> </ul>
<b>Cooling is insufficient throughout entire home</b>  <b>GENERAL TIPS:</b> <ul style="list-style-type: none"> <li>Close the blinds to avoid direct sunlight from entering the house.</li> <li>Ensure that the chimney damper is closed.</li> <li>Remove any furniture that is blocking the vents and close the drapes.</li> <li>Use a fan to circulate the air.</li> <li>Limit cooking, baking and using the SELF-CLEANING oven setting.</li> </ul>	<ul style="list-style-type: none"> <li>The condenser unit may not be turned on.</li> <li>There may be obstructions/debris in the ductwork blocking the flow of air, or the condenser fins or condenser coil may be clogged not allowing adequate air flow.</li> <li>The thermostat may be set incorrectly.</li> <li>The dampers may be closed.</li> <li>The filter may be dirty.</li> <li>The outdoor temperature may be too cool.</li> <li>The power may be out.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the condenser unit is turned on.</li> <li>Clear the ducts of any debris or obstructions for proper air flow.</li> <li>Remove any debris or obstructions from the unit.</li> <li>Ensure that the thermostat is set to the A/C setting, COOL.</li> <li>Check that the dampers are open.</li> <li>Change the filter.</li> <li>The outside temperature must be over 70° in order for the air conditioner to work to capacity. Set the thermostat to cool first thing in the morning to maintain the temperature throughout the day.</li> <li>Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, or the fuses blown. Reset the circuit breakers if needed.</li> </ul>
<b>Fan runs but no cool air</b>	<ul style="list-style-type: none"> <li>The thermostat may be set incorrectly.</li> <li>The batteries in the thermostat may need replacing.</li> <li>The power may be out.</li> <li>The condenser fins may be dirty and need cleaning. There may be obstructions at the condenser coil not allowing for adequate air flow.</li> <li>The filters may be bad.</li> </ul>	<ul style="list-style-type: none"> <li>Set the thermostat to a cooler setting.</li> <li>Check the batteries in the thermostat and replace them if needed.</li> <li>Check circuit breakers, fuses and plugs. Ensure that circuit breakers are not tripped, or fuses blown. Reset the circuit breakers if needed. Check the RESET button, if applicable. This is located next to the piping on the outside of the condenser unit.</li> <li>Gently clean the condenser fins and remove any obstructions from the fins and unit.</li> <li>Replace the filters to increase the air flow.</li> </ul>
<b>No cool air in one or more rooms</b>  <b>GENERAL TIPS:</b> <ul style="list-style-type: none"> <li>Use a fan to circulate the air in room(s).</li> <li>Close the drapes in the room(s) to prevent sunlight from entering the room(s).</li> </ul>	<ul style="list-style-type: none"> <li>The registers may be closed.</li> <li>Furniture may be blocking the registers.</li> <li>The thermostat may need adjusting.</li> <li>The filters may be dirty.</li> <li>The duct may be disconnected or the damper may be closed.</li> </ul>	<ul style="list-style-type: none"> <li>Open the register(s) to let air flow in.</li> <li>Move any furniture that is blocking the register(s), or is near the register(s).</li> <li>Turn the temperature on the thermostat down a few degrees.</li> <li>Change the filters in the fan or return air</li> <li>Clear any debris from outside of the air conditioner unit.</li> <li>Check the ducts and damper.</li> </ul>
<b>Water drips from outside of condenser unit</b>	<ul style="list-style-type: none"> <li>The weather may be humid, which would cause the unit to drip.</li> <li>There may be debris on the outside of the unit.</li> <li>The furnace filter may be dirty and need to be cleaned.</li> </ul>	<ul style="list-style-type: none"> <li>Clean out the condensation drain line (furnace or air handler drain).</li> <li>Clean the vents on the furnace filter.</li> <li>Clear debris on the outside of the unit.</li> <li>Clean or replace the filter.</li> </ul>

# Forced Air Heat



Symptom	Possible Causes	Solution
Heater will not turn on	<ul style="list-style-type: none"> <li>The blower door may not be aligned or closed properly.</li> </ul>	<ul style="list-style-type: none"> <li>Most furnaces installed in the last 15 years have a switch located on the inside, front panel called the blower door switch. Align the panel correctly and make sure it is completely closed to activate the switch.</li> </ul>
	<ul style="list-style-type: none"> <li>The temperature may not be set correctly.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the thermostat is set on AUTOMATIC.</li> </ul>
	<ul style="list-style-type: none"> <li>The power may be out.</li> </ul>	<ul style="list-style-type: none"> <li>Check the circuit breakers, fuses and plugs. Ensure that the circuit breakers are not tripped, the pilot light out, or the fuses blown. If the pilot light is out, call the Gas company to come out and light the pilot light for you; it is free of charge. Reset the circuit breakers if needed.</li> </ul>
The unit clicks, but produces no heat	<ul style="list-style-type: none"> <li>The thermostat may be off.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the thermostat is on.</li> </ul>
	<ul style="list-style-type: none"> <li>The blower door may be open.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure blower door is shut properly.</li> </ul>
	<ul style="list-style-type: none"> <li>The pilot light may not be lit.</li> </ul>	<ul style="list-style-type: none"> <li>Determine if the pilot light is lit. If it is not lit, call your local Gas company to have them light the pilot free of charge.</li> </ul>
	<ul style="list-style-type: none"> <li>The gas valve may be in the OFF position.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the gas at the gas supply line is in the ON position.</li> </ul>
	<ul style="list-style-type: none"> <li>The Zone Control dampers may be shut.</li> </ul>	<ul style="list-style-type: none"> <li>Open all zone controls, check dampers.</li> </ul>
	<ul style="list-style-type: none"> <li>There may be no power.</li> </ul>	<ul style="list-style-type: none"> <li>Check circuit breakers, fuses and plugs. Ensure that circuit breakers are not tripped, or fuses blown. Reset breakers if needed.</li> </ul>
	<ul style="list-style-type: none"> <li>The safety switch at the unit (SSU) near the furnace may be in the OFF position; switch will click off during a power surge.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the SSU near the furnace is set to the ON position.</li> </ul>
Furnace cycles on and off frequently	<ul style="list-style-type: none"> <li>The filters may be dirty.</li> </ul>	<ul style="list-style-type: none"> <li>Change the filters if they are dirty.</li> </ul>
	<ul style="list-style-type: none"> <li>The furnace filter may be clogged. The furnace filter is an important component for the proper operation of a furnace. If the filter gets clogged, it will not allow the furnace to circulate properly, which can result in these symptoms. The blower door switch will automatically turn the unit off when the door to the filter is opened.</li> </ul>	<ul style="list-style-type: none"> <li>Replace the furnace filter.</li> <li>Make sure nothing is closer than 18 inches from all output vents and intake grilles. To ensure adequate airflow nothing should be blocking them.</li> </ul>
Fan will not shut off	<ul style="list-style-type: none"> <li>The thermostat may be set incorrectly.</li> </ul>	<ul style="list-style-type: none"> <li>Reset the thermostat from FAN to AUTO.</li> </ul>
	<ul style="list-style-type: none"> <li>The filters may be dirty and need to be changed.</li> </ul>	<ul style="list-style-type: none"> <li>Replace the filters.</li> </ul>
Heating is insufficient throughout entire home	<ul style="list-style-type: none"> <li>The registers may be closed.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all the registers are open. Leave the register vents 1/3 open for the part of the house receiving the strongest heat flow. For the weaker part of the house not receiving enough heat, open the registers 3/4.</li> </ul>
	<p><b>GENERAL TIP:</b></p> <ul style="list-style-type: none"> <li>Never close the vents all the way or leave them completely closed.</li> </ul>	
	<ul style="list-style-type: none"> <li>The registers may be dirty.</li> </ul>	<ul style="list-style-type: none"> <li>Clean any dirty registers with a vacuum.</li> </ul>
	<ul style="list-style-type: none"> <li>The dampers may be closed.</li> </ul>	<ul style="list-style-type: none"> <li>Check that the dampers are open.</li> </ul>
Thermostat switches on and off automatically	<ul style="list-style-type: none"> <li>The filter may be dirty.</li> </ul>	<ul style="list-style-type: none"> <li>Change the filter.</li> </ul>
	<ul style="list-style-type: none"> <li>The thermostat may need to be turned up.</li> </ul>	<ul style="list-style-type: none"> <li>Check the thermostat setting. If the thermostat is programmable, reset the thermostat. The instructions for doing this are usually located inside the cover of the thermostat.</li> </ul>
	<ul style="list-style-type: none"> <li>The batteries may need replacing.</li> </ul>	<ul style="list-style-type: none"> <li>Check the batteries in the thermostat and replace them if needed. If the thermostat is digital and there is no reading, replace the batteries.</li> </ul>
	<ul style="list-style-type: none"> <li>The circuit breakers may be tripped.</li> </ul>	<ul style="list-style-type: none"> <li>Check to see if the circuit breakers are tripped. Reset the circuit breakers if needed.</li> </ul>

# Congratulations on the purchase of your new home!

You are a part of a select group of homeowners that can relax, knowing that their major mechanical systems and appliances are covered by a one-year Fidelity National Home Warranty contract (FNHW). A small trade call fee for each trade visit will apply.

Unlike some “repair only” contracts, your FNHW plan includes replacement of covered systems and appliances when needed. Service work is guaranteed—without an additional service fee—for 30 days on labor and 90 days on parts.

For your use, we have developed this Problems & Solutions Booklet to help you with some of the common problems that you may encounter as a homeowner. If these quick-fix solutions don't solve your problem, please give us a call at 1-800-1420 or visit us online at [www.homewarranty.com](http://www.homewarranty.com). Calls are received 24 hours a day—7 days a week.

## Homeowner's Reference List

Listing the brand, model, size, location, etc for your major appliances will make it easier for you when calling for service. Use the handy form below so that you'll have all the information at your finger tips when you need them.

### Refrigerator

Brand \_\_\_\_\_

Model \_\_\_\_\_

Size \_\_\_\_\_

### Dishwasher

Brand \_\_\_\_\_

Model \_\_\_\_\_

### Garbage Disposal

Brand \_\_\_\_\_

### Trash Compactor

Brand \_\_\_\_\_

Model \_\_\_\_\_

### Water Heater

Brand \_\_\_\_\_

Model \_\_\_\_\_

Gas or Electric \_\_\_\_\_

### Cooktop/Range/Stove

Brand \_\_\_\_\_

Size/Width \_\_\_\_\_

Gas or Electric \_\_\_\_\_

### Dryer

Brand \_\_\_\_\_

Model \_\_\_\_\_

Gas or Electric \_\_\_\_\_



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For Service Call 1-800-308-1420. 24 hours a day—7 days a week.

# Glossary of Terms

**Air Gap:** In plumbing, the distance between the outlet of a faucet and the overflow level of the fixture (i.e. dishwasher air gap).

**Allen Wrench:** A tool consisting of an L-shaped bar with a hexagonal head, used to turn screws with hexagonal sockets.

**Blower Door Switch:** Prevents the furnace from turning on when changing the filter.

**Burner:** A device on a stovetop that produces heat. It is also referred to as the heating element.

**Circuit:** A continuous path for electrical current. In a household electrical system, a branch circuit begins at the service panel, runs to various switches, outlets and fixtures and returns to the service panel.

**Circuit Breaker:** A switch-like device in an electrical circuit that is designed to shut down the circuit in the event of an electrical overload or short circuit. Circuit breakers are normally installed in main electrical panels or subpanels.

**Coils:** The zigzagging tubes of the condenser for a central A/C unit or refrigerator.

**Condensate Drain Pan:** A pan-shaped panel used to collect condensate from the evaporator during a defrost cycle. It is usually located above a condenser coil or atop the compressor. May also be called drain pan.

**Condenser:** Part of an air conditioning system that pressurizes refrigerant to cool it by changing it from vapor to liquid. On a refrigerator, the condenser is the coil on the outside of the unit; an air conditioner's condenser is usually outside the house.

**Condenser Coils (AC):** Compressed refrigerant is forced through coils, releasing heat to the outside.

**Condenser Fan (Central AC):** Pulls air through condenser coils to dissipate heat.

**Condenser Fan Motor (Central AC):** Suspended in a bracket above the compressor.

**Condensing Unit:** The outdoor segment of a cooling system. It houses the condenser coils, compressor, fan and various system controls.

**Damper:** 1. Found in ductwork, this movable plate opens and closes to control airflow. Dampers are used effectively in zoning to regulate airflow to certain rooms. 2. A movable plate in a fireplace that allows smoke and fumes to travel up the chimney's flue.

**Debris:** The remains of something broken down or destroyed. An accumulation of fragments of rock.

**Drain:** Pipe that carries waste water in a building drainage system.

**Drain Pan:** A pan-shaped panel used to collect condensate from the evaporator during a defrost cycle. It is usually located above a condenser coil or atop the compressor. May also be called condensate pan.

**Drain Valve:** A valve used to drain a water storage tank in order to perform maintenance or replacement.

**Drip Pan:** A pan-shaped panel used to collect drips or spillage from a stove element.

**Ductwork:** A system of large tubes, pipes or channels (ducts) designed to deliver air to and from a furnace or other air-handling unit.

**Element:** A part of an electric heater, stove or other appliance that heats up when an electric current is passed through it.

**Evaporator Coil:** Cools and dehumidifies the air by converting liquid refrigerant into a gas, which absorbs the heat from the air. The warmed refrigerant is then carried through a tube to the condenser coil.

**Evaporator Fan:** Blows air through the evaporative coils of a refrigerator.

**Filter:** A device to separate solids from air or liquids, such as a filter that removes dust from the air or impurities from water.

**Flapper:** Also known as flush ball, the flapper is the moving part of the flush valve that seals the water into the tank or allows water to exit the tank for the flush cycle. This is the predominant replacement part used on conventional toilets.

**Float Valve:** Controlling the opening and closing of a valve by using a float on a lever. When the float that is rising with the water in the tank reaches a certain level, the valve shuts off the incoming water. This mechanism is used in the dishwasher.

**Furnace:** Houses burner or element that heats air, blower that circulates air and possibly evaporator coils that cool air.

**Fuse:** Protective device, made of a metal strip, wire or ribbon that guards against overcurrent in an electrical system. The device melts if too much current is generated and breaks the circuit.

**Gas Valve:** A small faucet-like device that controls the flow of gas to an appliance such as a gas water heater, dryer, or oven. When the handle is turned in line with the gas pipe, the valve is open; when it is perpendicular to the pipe, it's closed.

**Gasket:** Flat device, usually made of fiber or rubber, used to provide a watertight seal between metal parts of joints.

**GFI, GFCI (Ground Fault Circuit Interrupter):** A device that detects leakage of electrical current to the ground and prevents accidental shock.

**Heating Element:** The heating element in the dishwasher is used for drying the load after the final rinse and to keep the wash water hot.

**Hose Bib:** A water faucet protruding from a building at about sill height, which is usually threaded to accept a hose connection.

**Lint Filter:** A mechanism that catches released fabric particles before they get recirculated through the blower and back into the dryer drum.

**Orifice:** The opening in a cap, spud or other device whereby the flow of gas is limited and/or controlled and through which the gas is discharged to either a pilot burner or main burner.

**Oven Cavity:** The inside of the oven where food is baked, roasted, broiled and otherwise cooked.

**Pilot Light:** A small, continually burning gas flame inside a gas-fired water heater, dryer, range or similar appliance. This flame ignites the appliance's gas burner.

**Refrigerant Lines (Central AC):** Small-diameter copper tubing; runs from condenser to evaporator. Split systems have one line for liquid refrigerant and one for refrigerant vapor. The liquid line carries the cooled refrigerant from the condenser to the house, and the insulated suction line returns coolant to the compressor.

**Register:** Supplies warm air to a room. A grill covering the opening of a duct in a heating or cooling system. Some registers can be opened or closed to regulate the flow of air.

**Safety Switch:** In an interior electric wiring system, a switch enclosed within a metal box that has a handle protruding from the box to allow switching to be accomplished from outside the box.

**Short Circuit:** When an exposed hot wire touches a neutral wire or a grounded metal box, the circuit will heat up suddenly. The fuse or breaker will shut off the power immediately.

**Spray Arm:** A hollow propeller like mechanism on the bottom and/or suspended from the top of the tub of a dishwasher. As it spins, water shoots through holes designed to increase the pressure of the water to remove food soil from dishes and silverware.

**Thermostat:** A control that automatically turns on a heater, furnace or air conditioner when room temperature reaches a set level.

**Valve:** Device that controls the flow of liquid or gas through or from a pipe.

**Vent:** Pipe that provides the flow of air into and gases out of a DWV (Drain, Waste, and Vent) system and prevents siphoning of water from traps.

**WD-40:** A light lubricant that cleans/degreases, penetrates to loosen up stuck parts and prevents corrosion.

**Zone Control, Zoning:** A system in which living areas or groups of rooms are divided into separate spaces and each space's heating/air conditioning is controlled independently.



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