

Dunford Inc.
160 Liberty Street
Metuchen, NJ 08840
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Helpful Hints to Avoid Unnecessary Service Calls

AIR CONDITIONING UNIT

- Check the fuse outside in the unit.
- Check the circuit breaker.
- Change the air filter if it is clogged (Do this regularly once a month).
- Check the emergency switch to make sure it is “on”.
- Set the thermostat to “cool”.
- Check air circulation around the unit. Remove any debris that is blocking airflow.
- Check for frost and ice on the pipe that leads from the outside unit into the house. If it is present, shut unit off and call for service.
- Check your thermostat and make sure it is not set below 70 degrees.
- Check to make sure you are using the correct thermostat, if you have more than one.
- Check thermostat battery.
- Check to make sure your digital thermostat is adjusted for Daylight Savings Time. If it is not, this could throw off program schedule by 1 hour.

FURNACE

- Check the emergency switch.
- Set the thermostat to “heat”
- Change the air filter if it is clogged. (Do this regularly once a month)
- Check the circuit breaker.
- Check air circulation around the unit. Remove any debris that is blocking airflow.
- Check to make sure your digital thermostat is adjusted for Daylight Savings Time. If it is not, this could throw off program schedule by 1 hour.
- Check the front panel door of the furnace. Make sure it is closed properly.
- Check your gas service. See if your stove is working.
- Check to make sure you are using the correct thermostat, if you have more than one.
- Check thermostat battery.
- Check the vents throughout the house. If vents are blocked, certain furnaces will not run properly.

ICE MACHINES

- Check drains to make sure they are not clogged.
- Check water filter. If it is clogged, change filter.
- Check air filters. Change or clean if dirty.
- Check water flow to machine.
- Check electricity to machine.
- Try not to restart machine if it is not running properly. This will reset the computer board and lose important information.

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- Check airflow for restrictions. Move debris and items away from machine.
- Check the circuit breaker.
- Make sure the unit is plugged into a “dedicated” water line and electrical line to run properly
- If using an air-cooled machine, is the room air-conditioned and kept at a steady temperature? An overly hot room will cause air-cooled machines to malfunction.

REFRIGERATION

- Is it off on a time clock?
- Check airflow for restrictions. Move debris and items away from the machine.
- Are the refrigeration coils clogged? Schedule maintenance.
- Check the fuses.
- Check that you are using the thermostat properly.
- Check to make sure your time clock is adjusted for Daylight Savings Time. If it is not, this could throw off program schedule by 1 hour.
- Is the unit “overstuffed”? Packed too tightly, a refrigerator cannot cool properly.
- Are you filling it with hot foods? A large amount of hot food can bring the temperature of your refrigerator up.
- Has the door to your walk-in box been left open during deliveries? During busy hours? Leaving the door ajar can bring the temperature of your unit up considerably. Make sure to close it properly.

*These are suggestions for homeowners to help them avoid unnecessary service calls. Dunford, Inc. assumes no responsibility for any work homeowners do themselves.