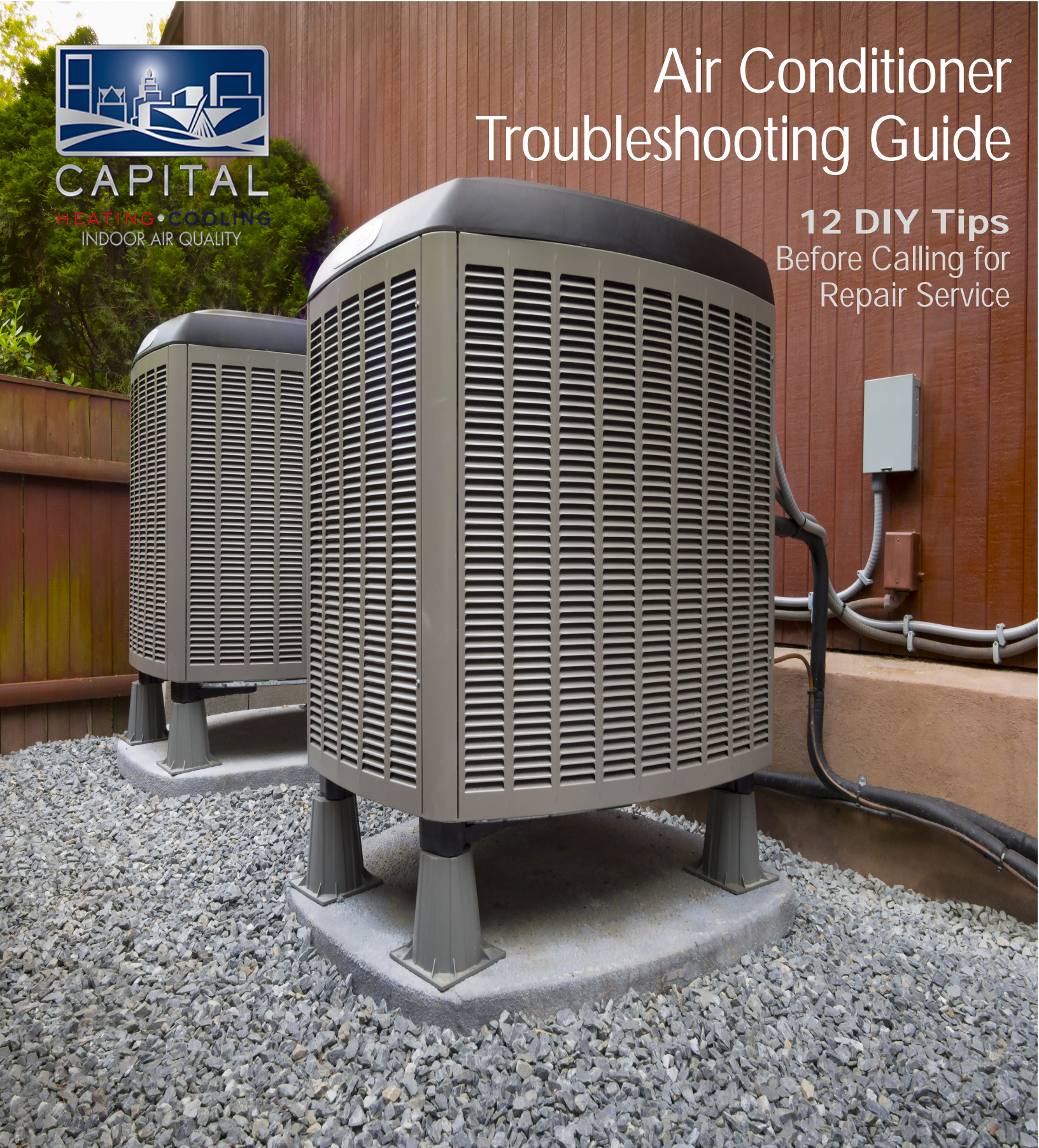




**CAPITAL**  
HEATING • COOLING  
INDOOR AIR QUALITY

# Air Conditioner Troubleshooting Guide

**12 DIY Tips**  
Before Calling for  
Repair Service



At Capital Heating & Cooling, we care about your comfort and your budget. That's why we created this troubleshooting guide. Try these DIY tips, before you call for emergency repair service. If they don't solve the problem, call us for 24-Hour AC repair.



## 1. AC Isn't Turning On:

1. Check that the thermostat is set to "cool" and the batteries are good.
2. Check the electrical panel to see if the circuit breaker is tripped.
3. Check the switch on the furnace to make sure it is on.
4. Check that the drain hose is not kinked or clogged.
5. Check that the AC service disconnect is in the correct position (outside near condenser).
6. Check that the air filter isn't dirty.

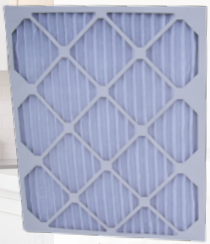


*Watch Video*

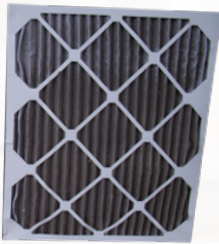


2.

## Air Isn't Cool:



CLEAN



DIRTY

1. Check the thermostat setting to make sure it is correct and set to "cool".
2. Check that the outdoor condenser unit is clear of debris.
3. Check that the air filter isn't dirty.
4. Check that the insulation on the refrigerant line isn't worn out.
5. Check for dust buildup on the evaporator coil.

## Air Conditioning Cycles On & Of:

1. Check that the batteries in the thermostat are good.
2. Check that the condenser (outside unit), evaporator coils (inside unit), and the fan are not dirty.



*Your Partner for Comfort and Health™*

## AC Shuts Of before It's Cool:

1. Check the batteries in the thermostat.
2. Check that the temperature setting is correct.
3. Check that the thermostat is not in direct sun, too close to a register, or near a hot oven.



## Ice on Coil or Condenser Unit:

1. Turn the AC off and call a professional.
2. Check the filter. If it is dirty, replace it. Then let the system thaw and try turning it on again.

## AC Operational but No Airflow:

1. Check the power switch on side of the furnace to make a sure it is on.
2. Check the electrical panel to see if the circuit breaker is tripped.
3. Check that the air filter isn't dirty.



If these DIY tips don't solve the problem, call us for 24-hour repair service:  
414.384.HVAC (4822)