



*Homeowner Information  
Guide & System Operation  
Instructions*

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## **I. GAS FURNACE START UP PROCEDURE**

It is recommended that you try your furnace as soon as you've moved in to your new home. To test the furnace, first set the thermostat to HEAT and select a temperature considerably higher than the current room temperature. It may take several minutes for the furnace to come on, and, if this is the first time the unit has been operated, there may be some smoke and a burning smell from the room registers. These things are normal, so don't be alarmed. The smoke and burning smell will not last very long.

If your furnace does not start or blows only room temperature or cold air, try turning off the thermostat and waiting a few minutes before trying the process again. Remember to wait a few minutes between on/off cycles.

Your furnace is equipped with an automatic pilot ignition system and may take several attempts (4 to 6) to start (on the first start only). The on/off process described above purges air from the gas lines, allowing a pure flow of gas to the pilot ignition system.

Again, do not be alarmed by smoke and/or a burning smell from your registers when using the furnace for the first time. The smoke and smell will dissipate quickly with use.

Your furnace blower (fan) will not come on immediately, and could delay up to roughly 3 minutes. It will continue to run for 3 or 4 minutes after the furnace has been turned off by the thermostat.

## **II. FUSES/CIRCUIT BREAKERS – ELECTRICAL INFORMATION**

Furnaces are generally powered by a standard electrical cord. The circuit breaker for the furnace is located in the main circuit breaker panel. Due to a door lockout switch, the furnace doors must be properly positioned on the unit for the furnace to operate.

Air conditioning fuses are located in the electrical disconnect box, outside the house near the air conditioning equipment. Typically, they are located in a handle type "pull-out" disconnect, but may also be found in the form of an on/off switch or circuit breaker. The fuses in the pull-out disconnect must be secured tightly in position to insure operation of the air conditioning equipment.

When checking for bad fuses, you will not be able to visually inspect for a good or bad fuse. A continuity tester is the tool used to check fuses. If you do not have access to a continuity tester, you must replace the fuses with new ones. It is recommended that you keep an extra set of maximum rated fuses on hand. The correct fuse size is listed on the name plate of the air conditioner, and should also be listed on the inside of the fuse disconnect box. When in doubt of the size needed, use the same size you have just removed from the pull-out. Use only time delay, dual element fuses, as they are the only type specifically designed for air conditioning equipment. Please note that direction of the pull-out when you remove it to check or replace fuses. It is only operational in one direction.

Circuit breakers for the air conditioning equipment are also located in the main circuit breaker panel, and should be labeled as such. Both the furnace and air conditioning circuit breakers must be in the ON position for operation of the equipment. If one of the breakers has tripped off, both twin levers for that breaker must be turned completely to the OFF position, then back to the ON position to reset them.

The fuses and circuit breakers for your equipment have been installed by an electrical contractor. Blue Mountain Air, Inc. does not replace and is not responsible for trouble-shooting or resetting fuses or circuit breakers.

Note: A large percentage of service calls are attributed to fuse failure or tripped circuit breakers. This is largely due to voltage interruptions or temporary low voltage in the area. Always check fuses and circuit breakers before calling for service on your equipment, as failure to do so could result in your service call being a non-warranty paid service.

### **III. AIRFLOW/REGISTER ADJUSTMENT**

The ductwork in your home is designed for “Average Exposure” situations. This means that you may wish to adjust some registers in your home to suit your personal needs and seasonal weather conditions. If one room is too hot during the cooling season, close down other registers slightly to force more air to that room.

In two story homes, seasonal adjustment of registers may be necessary to compensate for the natural tendency of heat to rise. The normal temperature split between levels in a two-story home is between 5 and 15 degrees. To offset this factor, when temperature differences between indoor-outdoor exceed 10 degrees, place your fan switch to the ON position, this will allow for continuous re-circulation of air and reduce stagnation of air. You may also close off registers upstairs in the winter, to force more heat to the first floor, whereas for the cooling season, you will want to close off the first floor registers. Additionally, you may wish to partially close registers in the rooms you don't spend much time in, forcing more air to the rooms of more frequent use. Also, with two-story homes many times the room directly above the garage will tend to lose warm or cool air quicker because of the space below being non-conditioned. The homeowner will tend to notice the difference during hot or cold days.

To insure adequate airflow and proper operation of your equipment, it is recommended that more than 30% of the registers in your home be completely closed at one time. It is also important to keep filters clean to insure proper airflow and function of the system.

Most two-story homes with the furnace in the attic will have two manual dampers to adjust airflow. Annually the upstairs damper needs to be closed and the downstairs opened during the heating months. During the cooling season, close the downstairs damper and open the upstairs. The dampers are located off the main large round pipe coming off the furnace (12”-14” or 16” diameter). A good time to adjust the dampers is during your semi-annual service.

### **IV. FILTER & MAINTENANCE OF SYSTEM**

There are two types of air filters used in heating and air equipment. Your system will have one of these two.

The first type of filter is a washable material approximately 1” thick located in the base of your furnace. This filter should be removed and cleaned every 30 to 45 days, depending on the amount of use your system gets. Remove the filter, and flush the dirt and dust out with water or dampen with a mild spray cleaner. When cleaning, try to force the dirt out in the same direction it came in. After the filter has dried, return it to the furnace compartment. Take care to reinstall the furnace door properly, as this will affect the operation of your system.

The second type of filter is a disposable fiberglass filter, framed in cardboard. This filter is generally located in the return air grill, either in a wall or the ceiling. This type of filter should be replaced and not cleaned every 30 to 45 days. Disposable filters are relatively inexpensive and can be purchased at many grocery, hardware and variety stores. Blue Mountain Air, Inc. does not sell disposable filters and is not responsible for replacement of filters.

Remember, your filters must be cleaned on a regular basis. Allowing filters to become dirty or clogged can impair the performance of the equipment and may even cause severe damage to the system components. This type of damage is not covered by any warranty and can be very costly, so it is important to make filter changing or cleaning a regular concern. Return air grills and registers should be kept unobstructed at all times to assure proper airflow and prevent possible damage to the system.

The Heating and Cooling System should be serviced twice per year by a licensed contractor or you may call Blue Mountain Air, Inc at (707) 863-8111 for pricing. The general service includes adjusting the dampers, cleaning of the filters, cleaning combination area in furnace, oiling motors, cleaning the coil, and all other items required by the equipment manufacturer.

## V. SYSTEM SIZING/OPERATION TIPS

The Heating and Air Conditioning System installed in your home has been designed and sized to provide maximum comfort and energy efficiency as outlined by the State of California Title 24 Energy Requirements.

Listed below are the design assumptions used for calculating the heating and cooling loads for your home:

1. Outdoor design temperature:
  - (A) Winter: .2% design temperature, or 31 degrees (Fahrenheit) for Sacramento. This temperature will be met or exceeded 99.8% of the time all year. Approximately 22 hours per year will fall below this temperature.
  - (B) Summer: .5% design temperature, or 100 degrees (Fahrenheit) for Sacramento. This temperature will be exceeded about 39 hours per year.
2. Indoor design temperature:
  - (A) Winter: 70 degrees indoor, as dictated by the California Energy Commission (CEC)
  - (B) Summer: 78 degrees indoor, with a 4.5 degree swing factor, as dictated by the CEC and FHA.
3. Building Characteristics:
  - (A) Insulation and physical envelope as per plans; i.e. R-11 walls, R-30 Ceiling, dual glaze windows, etc.
  - (B) Windows are assumed to have drapes or mini-blinds. The home is assumed with the worst possible orientation, usually east facing, which would result in the highest possible cooling solar gain on the structure.

Once a heating and cooling load calculation is done, the resulting loads are analyzed to determine the “tonnage” of the equipment to be installed. According to the ACCA manual “J” a state approved calculation and sizing manual, the cooling equipment capacity should not be less than the calculated load, nor should it exceed the load by more than 15%. The concern for oversizing arises from the fact that it causes a reduction in efficiency, operating cost increases, and control over space conditions lessens. Optimum efficiency and control occur when the equipment operates under full load. Since full load conditions only occur a few hours per year, properly sized equipment operates at oversize capacity and reduced efficiency most of the time. Oversizing the equipment aggravates the situation even more. Slightly undersizing the equipment would be preferable to oversizing, in regard to efficiency exceed the 15% factor if it is the next largest size available above the cooling load.

A gas furnace should not exceed 1.3 times the sum of the heating load and 10 BTU per square foot. Example: assume that a 1,000 square foot home has a heating load of 22,350 BTUH, and cooling load of 20,900 BTUH. The equipment selection could have a maximum heat capacity of 24,035 BTUH. This selection would provide the best comfort and energy combination, while complying with the code requirements,

Once an equipment selection has been made, the duct system can be designed. We use a HeatCalc program which calculates the load on a room by room basis, then allocates the airflow of the unit CFM on a proportional basis to the room loads so that all rooms have an equal percentage of the excess capacity of the system over the calculated load. The ductwork is then sized to the cooling load for each room, because it requires higher airflow than the heating load.

Armed with an understanding of the design of your air conditioning system, there are some things you can do to best utilize and maintain it.

- 1) Understand that the system is designed to maintain a temperature, rather than to attain it during design conditions. You can see that on a 100 degree day, the system is designed to maintain an indoor temperature of 78 degrees or about 22 degrees differential. If the house were allowed to reach 95 degrees indoors, the unit would be unable to bring the temperature

down to 78 degrees because of the tremendous heat load the house and its furnishings would have stored up, which it was not designed for. This means you should not turn the system off during high heat conditions, unless you will be leaving your home for extended periods of time and are willing to wait for the house to cool down. Heating will be slightly better, due to a larger over-size allowance, but is still affected by this principle. Also realize if outdoor temperature rises above design conditions that the indoor temperature rises accordingly. An indoor temperature of 83 degrees with an outdoor temperature of 105 degrees would be quite possible.

- 2) Do not be alarmed if the unit runs continuously during peak conditions. It is designed to do so, and is in fact operating more efficiently for energy consumption and life expectancy if running for prolonged periods rather than cycling on and off frequently.
- 3) Your duct system is designed for “Average Exposure” which means that you may need to adjust some registers to suit your personal needs. If one room is too hot during cooling season, close down other registers slightly to force more air to that room. In two-story homes, you may need to seasonally adjust registers, with more open upstairs in summer and the opposite in the winter, to offset the natural tendency of heat to rise. You may even wish to leave your fan on continually during peak temperatures, to maintain more uniform temperature throughout the house.
- 4) Clean or change filters regularly, every 30 to 45 days. This increases performance and efficiency.
- 5) If the outdoor unit does not run, check the circuit breakers and replace the fuses, if needed. Call for service if these measures are not successful.
- 6) It is recommended that a professional perform preventative maintenance annually.
- 7) Beat the rush! Check your system for heating and cooling operations prior to each seasons’ change. This will allow for faster service should there be a problem, prior to seasonal busy periods.
- 8) Refer to your manufacturers’ and owners’ manuals or other section of this guide for further information on the operation and maintenance of your system.
- 9) Do not minimize the benefit of window shading devices! Rooms with a large amount of glass on East, West or Southern exposures are very sensitive to the lack of window coverings. Since all windows are assumed to have coverings, room temperatures will drift if drapes are open when the sun’s rays are directly striking the glass.

## **VI. CALLING FOR SERVICE**

If you do need to call for service on your gas furnace or air conditioner, please follow the guidelines listed below.

**Warranty:** Be sure that fuses, circuit breakers and thermostats have been checked, as described in the manual. Our most common non-warranty repairs are related to circuit breakers that are tripped off, bad fuses, or improperly set thermostats. These types of service are not covered by warranty, and could result in your being charged for your service call.

**Information:** When placing your request for service, please have ready the name of your subdivision, the builder, and your address. Also provide your move in date, and a brief but specific description of your service problem.

Entry: We require entry to your home in most cases, but do not need anyone to be there, unless we are providing paid service on a C.O.D. basis. If it is inconvenient for you to be home on the day of your service call, please arrange another method of entry; key left with a neighbor or subdivision sales office.

To schedule a service call, please contact our office at 707-863-8111. We will appreciate your patience during peak heating and cooling seasons, as we have many customers calling at those times. All calls are answered in the order they are received and we make every effort to schedule your service call as soon as possible.

If you have access to a fax machine, you may fax your service request to 707-863-8551, using a copy of the enclosed service request form. Please do not fax requests for same day service or for service at a specific time or on weekends. If you wish to confirm that your fax request has been received, please call our office.

After normal business hours, our voice mail system will take your message. Your message will be returned the following business day. If you have an emergency service request i.e.: **no heat with small children or elderly persons in the home where extremely cold temperatures exist**, please call our Emergency Paging System at 707-372-7158. Please remember that we handle a large volume of calls during very hot or cold weather, and it may be more convenient to call back to the office during normal business hours, Monday to Friday, 8:00 am to 5:00 pm.

## **VII. WARRANTY INFORMATION**

### **CHECK THE THINGS YOU CAN DO FOR YOURSELF**

By doing the following yourself, you can save money and prevent a billable service call:

1. Check fuses and circuit breakers, insuring their replacement or resetting if needed.
2. Make sure all doors and panels are in place.
3. Clean or replace filters regularly, every 30 to 45 days.
4. Make sure that the thermostat is set for the proper function and temperature.
5. Make sure the gas valve and/or power supply to the system is on.
6. Check room registers, making sure they are adjusted as you desire.
7. Make sure the outdoor unit air circulation is not restricted. It should be cleaned regularly, free of dirt, leaves, grass, etc. Do not cover the outdoor unit.
8. Read the Homeowner's Manual.

### **BLUE MOUNTAIN AIR, INC. WILL NOT BE RESPONSIBLE FOR:**

1. Normal maintenance, as outlined in the manual.
2. Failure to start due to voltage conditions, blown fuses, open circuit breakers, or other damages due to the inadequacy or interruption of electrical or gas services.
3. Damage or repairs needed as a consequence of misapplication, abuse, or unauthorized servicing by an unauthorized dealer. The above could result in termination of the Blue Mountain Air, Inc. warranty.
4. Damage as a result of floods, winds, fire, lightning, accidents, corrosive atmosphere or other conditions beyond the control of Blue Mountain Air, Inc.
5. Electricity or fuel costs, or increases in electricity or fuel costs for any reason whatsoever, including additional or unusual use of supplemental electric heat.

### **BEFORE WE CAN RESPOND:**

Owner must agree to pay for repair if any above items are reason for service.

### **ONE YEAR WARRANTY**

Blue Mountain Air, Inc. installation is warranted to be free from defects in materials and workmanship for a period of one year from the date of original occupancy or close of escrow, whichever comes first. The replacement of any part assumes the unused portion of this warranty.

## **VIII. THERMOSTAT OPERATION – LUX PRO**

Lux Pro – Gas Furnace

### **A. BATTERY INSTALLATION**

1. Your Lux Pro thermostat will only operate when two AA Batteries are installed. If LO BATT indicator is on, replace the old batteries.
2. With the HEAT/COOL/OFF switch in the OFF position, open the front cover of the thermostat. Open the battery compartment by inserting a screwdriver or penny in the slot on the battery compartment
3. Only fresh AA alkaline batteries should be used to replace old thermostat batteries. Remember to install using the correct polarity. Only one battery is needed to operate the thermostat.

### **B. SETTING THE TIME/DAY OF THE WEEK**

Open the drop down door on the front of the thermostat. Rotate the dial to the SET DAY/TIME position. The display should show a flag pointing to a day of the week flashing. Press UP to change the current day. Press NEXT to set current time. Press UP OR DOWN to change the current time. When you are finished setting the day and time, rotate the dial to RUN to return to normal operation or to another position to continue programming. Press SET and AUTO/MAN together, then release and press either up or down arrows to set the correct time. Press and release SET. The number now appearing in the display represents the day of the week. Change with either arrow.

### **C. PROGRAMMING THE THERMOSTAT**

You can change any of the preset times and/or temperatures to suit your schedules for the weekday and weekend programs. Each day is divided into four periods: Morning, Day, Evening and Night. Each period is programmed for HEAT and COOL.

Select HEAT to program the thermostat for controlling your heater, or select COOL to program the thermostat for controlling your air conditioner.

Rotate dial to SET WEEKDAY PROGRAM. To program the WEEKEND, rotate the dial to SET WEEKEND PROGRAM. With dial on set WEEKDAY program, you will see this display.

Press UP or DOWN to select the period you want to program: Morning, Day, Evening and Night. Then press NEXT to program the temperature.

### **D. FAN SWITCH OPERATION**

Normal functions are obtained with the fan on AUTO. To keep the fan on constantly, switch to ON.

### **E. INSTRUCTIONS**

Instructions for the thermostat are found on the thermostat cover. You can consult your thermostat manual for additional information, and if you need a copy, please contact our Service Department at (707) 863-8111.

## **IX. THERMOSTAT OPERATION - HONEYWELL**

Honeywell – Gas Furnace

### **A. BATTERY INSTALLATION**

1. Batteries must be installed for programming and operation of the thermostat and heating/cooling system. If the BAT LO indicator flashes, replace the batteries.
2. Only two fresh AA alkaline batteries should be used, manufacturer suggests Energizer. Make sure the thermostat is set in the OFF position. Use a coin or screwdriver to remove the battery door. Install fresh batteries, making sure the positive and negative terminals are oriented correctly. Replace battery door.
3. If the new batteries are installed within 20 to 30 seconds of removing the old ones, the thermostat does not have to be reprogrammed. If the display is blank, the batteries are dead or incorrectly installed and the thermostat has to be reprogrammed. See Programming Your Thermostat section for instructions.

### **B. PROGRAMMING YOUR THERMOSTAT**

To set the time, press and release the SET CLOCK/DAY key once. Press the TIME keys until the current time shows. To set the day, press and release the SET CLOCK/DAY key again. Press the TIME keys until the current day shows. Press the RUN PROGRAM key.

#### **>HEATING PROGRAM**

With the system switch at HEAT, press and release the SET SCHEDULE key once. WAKE, Mon-Fri, and SET appear on the display.

Press SET SCHEDULE key until WAKE, SA SU and SET appears on the display. Use Time keys to program WAKE time and TEMP keys to program WAKE temperature for Sat-Sun. Repeat sequence for SLEEP.

#### **>COOL PROGRAM**

With the system switch at COOL, follow the same instructions as for the Heating Program. After programming, adjust the fan and system switches as desired. Press and release RUN PROGRAM key to start the program.

### **C. FAN SWITCH OPERATION**

Normal fan functions are obtained with the fan on AUTO. FAN ON, runs the fan continuously. Use for improved air circulation during special occasions or for more efficient electronic air cleanings.

### **D. AUTO/MANUAL FUNCTIONS**

Upon installation, your thermostat will run at default setting. It will automatically control heating at 68 degrees and cooling at 78 degrees, 24 hours a day. Temporarily change temperature for current period only; Press TEMP keys to set desired temperature. The change cancels itself at the next scheduled program change; to cancel sooner, press the RUN PROGRAM KEY. Hold a temperature indefinitely; Press the HOLD TEMP key once. Press TEMP keys until display shows desired temperature. Press RUN PROGRAM key once to return to the program.

## **X. ZONE CONTROL SYSTEM (OPTION AVAILABLE UPON REQUEST APPROX. \$1,100.00)**

The ZTE System two zone controller works with your Heating and Air Conditioning System, and allows you to have two thermostats to independently control the temperature in two zones or areas of your residence. The operation of ZTE is automatic and in most cases, its operation will be transparent to you and does not require any adjustments on your part.

You should think of your ZTE quipped HVAC system as being two independent systems, each with its own thermostat.

Set each ZONE THERMOSTAT to the heat or cool mode and the temperature that you desire and the ZTE controller will automatically control your HVAC system to give you the desired temperature.

The ZTE responds to the ZONE THERMOSTATS and how you have them set. Many thermostats are programmable. **BE SURE TO CONSULT YOUR THERMOSTAT MANUAL FIRST IF YOU HAVE QUESTIONS ABOUT YOUR SYSTEM.**

When you set both your thermostats to the same mode, the ZTE is primarily controlling the electrically operated dampers to direct the airflow where the thermostats are asking for it. If you set your thermostats to different modes then the ZTE switches the central HVAC system between modes as required.

If the thermostats simultaneously call for both heating and cooling, the ZTE will give priority to the HEATING call. When that thermostat is satisfied, the ZTE will automatically switch the HVAC system to the cooling mode to satisfy the other thermostat.

If our system has the *optional* Thermal Equalizer and/or Smart Vent features installed, then there may be some user operation required. See the Thermal Equalizer and Smart Vent sections for further instructions.

One final note, on the system operation: the ZTE has a built-in 5-minute delay for short cycle protection for your system's compressor. This prevents one thermostat from turning on the compressor just after it has completed a call from the other thermostat. You may notice a delay in system operation if this safety time delay is in progress.

### **TWO ZONE, SINGLE-STORY APPLICATION**

In a typical single-story residence, the Zones would be the living areas as one zone and the sleeping area as the second zone.

### **TWO ZONE, TWO-STORY APPLICATION**

In two-story applications, the Zones are typically divided as upstairs and downstairs zones.

### **IMPORTANT ENERGY SAVING FEATURE**

Due to the ability to direct all heating or cooling to either temperature zone, you will find that you can switch your system off when leaving home, with the knowledge that the system can recover rapidly in on zone when you get home. This feature can also be used to cool the occupied zone comfortably, even when outdoor temperatures greatly exceed the conditions for which the system was designed.

## **THERMAL EQUALIZER FEATURE OPERATION**

Systems equipped with the Thermal Equalizer feature have temperature sensors installed in the two zones to detect the condition known as HEAT STRATIFICATION. Since heat rises, upstairs areas in two-story homes will tend to overheat and downstairs areas are usually cold. This condition also wastes considerable energy as we continuously try to heat the downstairs while most of the heat goes upstairs. Some systems will even cool the overheated upstairs area wasting double the energy.

The ZTE with the Thermal Equalizer feature will automatically reduce heat stratification when such a heat build up is controlled through time sensors.

If the system is equipped with the optional Thermal Equalizer system switch, the system modes are OFF, ON, and automatic. In the OFF mode, the Thermal Equalizer is disabled. In the ON or automatic mode, the ZTE will monitor the temperature differential between floors. If your installation does not include a switch, the Thermal Equalizer feature is always in AUTO mode.

The Thermal Equalizer feature will function anytime during a heat call downstairs and the differential between floors reaches 6 degrees Fahrenheit. It works by recycling the hot air upstairs back downstairs, helping to reduce the heat buildup upstairs and at the same time reducing the energy cost to heat the downstairs.

## **SMART VENT FEATURE**

Smart Vent feature of the ZTE controller monitors the indoor and outdoor temperatures and determines when the outdoor temperature is lower than the indoor temperature by a present differential of 6 degrees Fahrenheit. The system also monitors the indoor Smart Vent thermostat to see if it is calling for venting.

## **SMART VENT OPERATION**

When both the outdoor temperature differential and indoor vent thermostat are calling for venting, the controller turns on the Heating and Air Conditioning System's fan and opens an outdoor air supply damper allowing fresh air to circulate throughout your home.

The system also has a manual mode. Turning the system switch to manual vent on the SMART VENT is independent of the heat or cool call from the Zone thermostats. If the SMART VENT system switch is in the auto vent position, the ZTE controller will switch HVAC system to outside air source anytime the vent conditions are proper even during heat or cooling operation.

In some cases you may desire this, but if you don't want venting to occur during heating operation, you must be sure the SMART VENT system is set properly. Either the vent system switch should be set to the OFF position or the vent thermostat set properly above the heat settings or below the cool settings of the HVAC system thermostat.

## **SMART VENT MODES OF OPERATION**

The SYSTEM SWITCH, located on the VENT THERMOSTAT, controls the operation of the SMART VENT system. The modes of operation are:

- |                     |  |
|---------------------|--|
| System switch: OFF  | = The SMART VENT system will not function under any condition.   |
| System switch: AUTO | = The SMART VENT will come on when the outside temperature is lower than the inside temperature by the differential set point and the inside temperature is above the vent thermostat set point. |
| System switch: ON   | = This is a manual override for the SMART VENT; fresh air venting will be continuous until the system switch is returned to OFF or AUTO.   |

## TROUBLE SHOOTING/REFERENCE GUIDE

### PROBLEM

### SEE THIS SECTION

No cool air/air conditioning

- ⇒ Thermostat Operation
  - ⇒ Filter Maintenance
  - ⇒ Airflow/Register
  - ⇒ Adjustment
  - ⇒ Fuses/Circuit Breakers
- 

No heat/room temperature air

- ⇒ Gas Furnace Start Up
  - ⇒ Thermostat Operation
  - ⇒ Fuses/Circuit Breakers
- 

No airflow to all/some rooms

- ⇒ Airflow/Register
  - ⇒ Adjustments
  - ⇒ System Sizing/Operation
  - ⇒ Filter Maintenance
- 

Smoke/Burning smell from registers

- ⇒ Gas Furnace Start Up
- 

Fan won't turn off

- ⇒ Thermostat Operation
  - ⇒ Gas Furnace Start Up
- 

No filter in grill/furnace

- ⇒ Filter Maintenance
- 

Not cool/warm fast enough

- ⇒ System sizing/Operation

**REQUEST FOR HEATING & AIR CONDITIONING SERVICE**  
**FAX TO: 707-863-8551**

DATE FAXED: \_\_\_\_\_ SERVICE REQUEST DATE: \_\_\_\_\_

HOMEOWNER/TENANT NAME: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

CITY/ZIP CODE: \_\_\_\_\_

MOVE IN DATE: \_\_\_\_\_ REQUEST PLACED BY: \_\_\_\_\_

HOME PHONE: (    ) \_\_\_\_\_ WORK PHONE: (    ) \_\_\_\_\_

SUBDIVISION NAME: \_\_\_\_\_

BUILDER/CONTRACTOR: \_\_\_\_\_

PROBLEM  
DESCRIPTION: \_\_\_\_\_

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BREAKERS/FUSES/THERMOSTAT CHECKED:    \_\_\_\_\_ YES    \_\_\_\_\_ NO

ENTRY INSTRUCTIONS: \_\_\_\_\_

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NOTES/COMMENTS: \_\_\_\_\_

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