



1195 Spring Creek Pl Ste. B Springville, UT 84663

Date

Tenant Names (Financially Responsible)

Tenant Full Address

This is a form letter being sent to all tenants.

If you are having trouble with you AC or furnace, and to help keep your air conditioning running smoothly and to avoid unnecessary service calls, please review the following before submitting a maintenance request:

Check and Replace Your Air Filter

- A dirty or clogged filter is the most common cause of AC problems. Plugged filters can cause the system to freeze up and stop working. If this happens it may result in costly damages. The tenant is responsible for making sure the filters are replaced regularly.
- Depending on the area that you live in, if it is dusty, you may need to be changing your air filter every 30 days. Please be diligent by checking and replacing your filter ever 30-90 days. We find it helpful if you set a calendar reminder.

Thermostat Settings

- Many AC units are rated to be set no lower that 72 degrees.
- Please do not set them lower than 72 degrees or it may result in damages.

Check the Power Supply

- If your AC seems to not have any power supply there are 3 different breakers/ switches to check. Turn them off and then back on to make sure that they are completely in the ON position. There is one in the breaker box, one outside by the AC unit and a power switch in the utility closet where the furnace and filter are.
- Change the batteries on the thermostat. Even if it is not indicating that the batteries are low they still might be too low to send the signal telling your furnace or AC to turn on.

Please try these steps to troubleshoot your system if applicable.

Frozen Pipe

- If you see that there is a frozen pipe going into your AC system in the utility closet turn off your AC for 24 hours to thaw. Put down a towel to catch the melting ice.

Important Note

- Because every thermostat model is different, we are not able to provide instructions on how to program or operate yours. If you are having trouble, please visit the manufacturer's website for step-by-step guidance specific to your model. Please note: programming or learning how to use your thermostat is not considered a maintenance issue. If a technician is dispatched for this reason, the cost of the service call will be charged to you.
- If problems persist after these steps, please turn off your AC unit to prevent it from freezing and submit a maintenance request through your portal.

Thank you for being mindful of these important maintenance items.

Company Name

Company Phone Number

Company Website