



**Southern  
Comfort**  
Mechanical  
Inc.

## Emergency Checklist

**Before calling for Plumbing and HVAC emergency service, please read through the information below to avoid a call, or to help us diagnose your problem more quickly:**

### Geothermal—No Heat

1. Make sure the batteries are good in your thermostat.
2. Raise the thermostat to its upper limit.
3. Ensure that the filters are clean. There will be a service charge if we need to replace your filters.
4. Reset the breaker at the electrical panel to reset the heat pump.
5. Check to see if the condensation drain is plugged (this will lock out the system).
6. If there is a flashing light on the front of the unit, call us to troubleshoot.
7. If it is a well to well system, ensure that the well pump is operating.
8. If the problem persists, please call (204) 388 6658, or after hours (204) 392 7827.

### Gas Furnace— No Heat

1. Make sure the batteries are good in your thermostat.
2. Raise the thermostat to its upper limit.
3. Ensure that the filters are clean. There will be a service charge if we need to replace your filters.
4. Reset the breaker at the electrical panel to reset the furnace.
5. Check to see if the condensation drain is plugged (this will lock out the system).
6. If the furnace has a fault, there may be a light flashing through a viewing window. Call our office with the flashing code to see if we can remotely diagnose.
7. If the problem persists, please call (204) 388 6658, or after hours (204) 392 7827.

### Air Conditioner—Not Operating

1. Make sure the batteries are good in your thermostat.
2. Adjust the thermostat to its lower limit.
3. Ensure that the filters are clean. There will be a service charge if we need to replace your filters.
4. Reset the breaker at the electrical panel to reset the unit.
5. Ensure that the breaker outside, close to the unit is on.

\*Travel charges will apply to areas outside of Niverville, St Adolphe, St Agathe, Iles des Chenes



Residential | Commercial | Industrial | Agricultural

Having your  
Equipment Serviced  
will Increase its  
Efficiency During  
the Year

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