



If your AC or HEAT is not working properly, try these steps:

1. Turn ac / thermostat off for 10 seconds & then turn it on again.
2. [Check the breaker](#) (video) to see if it has been tripped (flipped).
 - a. *IF it has, try flipping it back and see if it will stay.*
3. Check your A/C filters to make sure they are not clogged and preventing the unit from working properly.
 - a. **IF THE FILTER IS DIRTY AT ALL, REPLACE IT WITH A NEW ONE.**
 - i. [How to replace your air filter?](#)
 - ii. [How to determine what size filter you need?](#)
4. If you see white ice on your HVAC system anywhere, please turn your thermostat off. A technician can not diagnose the issue with frozen parts.

If these steps do not solve your issue, submit a [Maintenance Request](#) through your Online Tenant Portal.

Warning: Per the terms of your lease, if a preferred vendor is called out to fix a problem and it is simply one of the above causes, you will be charged for the service call.