

# Trouble Shooting Guide

1. Smoke Detectors won't work when tested: Press the test button or test with approved smoke detector smoke spray, replace battery.
2. Smoke Detector beeps: replace battery.
3. No power to plugs or switches: Check and reset breaker panel. Check and reset all GFI (Ground Fault Indicator) outlets (located in kitchen, bathrooms, utility room, and garages). Check to see if plug works off a wall switch.
4. Garbage disposal not working: When on, do you hear a buzz?
  - a. No, hit the reset button on the bottom of the disposal and test.
  - b. Yes, turn off disposal and unplug from the wall. Mounted on the side of the disposal or side of cabinet may be an Allen Wrench. Put the wrench in the center shaft and gently twist back and forth (this un-jams the disposal). Remove the object that is causing the obstruction, turn back on, and test.
5. No heat: Check thermostat. Make sure it is set to 68 degrees, and on auto, not fan. Did you pay your utility bill on time or issue an order to disconnect services?
6. Plumbing or fixtures leak: Turn off water fixture, turn off water at supply line and notify PPM immediately.
7. Clogged toilet: No paper products other than toilet paper should be flushed down the toilet. Plunge and test. If your toilet overflows, or you notice water at the base of the toilet, turn off valve at the bottom, rear of toilet, and wipe up excess water.
8. Clogged sink or toilet: DO NOT use Drano and other caustic cleaners to unclog your drains. These products are very harmful to both the plumbing and our technicians servicing your drains.
9. No hot water: Check and reset breaker in power panel.
10. Dishwasher won't drain: Clean food/debris out of bottom of dishwasher.
11. Dishwasher grinds or no water is coming in: Turn off, if no water is on the bottom pour two large glasses of water into the bottom and re-start. If problem continues, call PPM immediately and discontinue use.
12. Calcium build-up in dishwasher: Pour a little bit of vinegar in your dishwasher and run it while empty.
13. Refrigerator too warm or too cold: Check if thermostat in refrigerator is set correctly.
14. No electricity: Check all breakers flip them hard to the OFF position and then hard to the ON position.

If any of the problems above persist, please submit a work order to PPM. You can call our office at 406-721-8990, or submit your request through our website, [www.professionalproperty.com](http://www.professionalproperty.com).