

Problem Check List

Mills Heating & Air

Fort Walton Beach / Destin: 850-862-4796
 Niceville / Crestview: 850-897-2220
 DeFuniak Springs / Freeport: 850-835-1087
 Panama City / Panama City Beach: 850-234-8177

If you're having a problem with your system, try these simple tips.

My air conditioner is not cooling

Check for signs:	Possible cause:	Possible remedy:
Check for open doors or windows in your home.	If you find open doors or windows...	Close them! Cool air may be escaping through them.
Check to see if your thermostat is on, and what temperature it's set at.	If your thermostat is turned off or set incorrectly...	Turn on and/or reset thermostat.
Check your home's circuits and fuse box.	If you have an open circuit breaker or burned-out fuse...	Switch on circuit or replace fuse.
Hold your hand in front of your indoor vents. Do you feel air, but air that hasn't been cooled?	This usually means that your indoor unit is running, but not your outdoor unit. If this is the case...	You might have a frozen line between your fan and compressor. Temporary solution: Turn off your thermostat and leave it off for 1-3 hours. Permanent solution: Contact your dealer.

My heating unit is not warming up my home

Check for signs:	Possible cause:	Possible remedy:
Do you have a new or newly remodeled home? Was any work done on your fuel lines recently?	Check to see if your gas has been turned off. If this is the case...	Have gas turned back on.
Check to see if your thermostat is on, and what temperature it's set at.	If your thermostat is turned off or set wrong...	Turn on and/or reset thermostat.
Check your heating unit.	If the unit is switched off or unplugged...	Check your user care manual.
Check your heating unit.	If your safety device is open...	Contact your dealer.
Check your owner's manual to determine what kind of component failure it might be.	If you can determine what kind of component failure you're dealing with...	Call your dealer. The info you've determined from the owner's manual will prevent your dealer from having to make multiple visits.

There is no air flowing out of my vents

Check for signs:	Possible cause:	Possible remedy:
Check to see if there is any air coming through your vent.	Your indoor blower may not be operating. If this is the case...	Contact your dealer.
Check around your outdoor unit.	If there are any leaves, hedges or property walls butting up against it...	Your system may have frozen up due to a dirty coil. Make sure your outdoor unit has 1' of clearance all around it. Contact your dealer for repair.
Check the filters in each of your system components.	If any of your filters are dirty...	Determine which of your filters is a problem. Consult your manual to clean or replace it. Or call your dealer to do this for you.

My utility bills are unusually high

Check for signs:	Possible cause:	Possible remedy:
Consider whether you have new appliances (e.g. a hot tub or pool heater) that might be using lots of power.	--	It may not be your heating and cooling system that's raising your bills.
Check to see if your local utility company had a recent rate increase.	--	It may not be your heating and cooling system that's raising your bills.
Check to see that your system is cycling constantly. Check to see that your thermostat is reaching its set value.	If your system IS cycling constantly, and IS reaching its set point...	This usually means that your system's working fine, but your local temperatures are constantly in the extreme, so your system's working extra hard to meet that set point.
--	If your system IS cycling constantly, but ISN'T reaching its set point...	Contact your dealer.

My system runs constantly all the time

Check for signs:	Possible cause:	Possible remedy:
Check the set point on your thermostat.	If your thermostat is set unusually low (summer) or unusually high (winter)...	Your system may be trying to reach a set point that is too extreme. Reset thermostat or contact your dealer.

My system is making a noise

Check for signs:	Possible cause:	Possible remedy:
--	--	Contact your dealer.

One or more of my system's component is failing regularly

Check for signs:	Possible cause:	Possible remedy:
--	--	Contact your dealer.