# Heating & Cooling / Thermostat

*General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.*

## Common symptoms

- No heat or no cooling
- System runs but air is weak or not warm/cool
- Thermostat screen blank
- Outdoor AC unit not running

## Try this first

1. Check the thermostat is set to HEAT or COOL (not OFF) and the set temperature is above (heat) or below (cool) the room temperature.
2. Set the fan to AUTO. Replace thermostat batteries if the screen is blank or shows a low-battery icon.
3. Check the furnace/air-handler switch (looks like a light switch near the unit) is ON and the furnace door is fully closed — many units will not run with the door off.
4. Check the breaker panel for a tripped HVAC or furnace breaker; reset it once (see Electrical).
5. Replace a dirty air filter (arrow points toward the furnace). A clogged filter is the #1 cause of weak airflow and AC coils freezing.
6. Make sure supply vents and return grilles are open and not blocked by furniture or rugs.
7. AC iced up? Turn cooling OFF and fan ON for a few hours to thaw, then try again with a clean filter.
8. Give the system 10–15 minutes after any change — many units have a built-in delay.

## Safety first

- Smell gas (rotten egg)? Do not touch switches or the thermostat. Leave the home and call 911 and City Utilities (417-863-9000) from outside.
- Never remove furnace panels beyond the filter door, and never relight a pilot or work on gas controls.
- Carbon monoxide alarm sounding: get everyone outside and call 911.

## When to call PCPM

Call PCPM if there is no heat/cooling after these steps, the breaker trips again, you hear banging or grinding, or there is water around the furnace. No heat in freezing weather is an emergency — call 417-844-6363.

**Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.**

## Helpful links

- Proper way to replace a furnace filter — arrow direction (YouTube)
- Replacing your thermostat batteries (YouTube)
- Common thermostat problems (YouTube)
- Honeywell Home support
- Carrier residential