DWELL WELL
PROPERTY MANAGEMENT

Before submitting a work order, try these troubleshooting tips. If the troubleshooting steps still do not work after these steps, please let us know and we will dispatch a vendor.

Electrical

1. Check Other Outlets:
    - Test multiple outlets in the area using a small appliance or a tester to see if others are also not working.
2. GFCI Outlets:
    - Look for outlets with "GFCI" labels nearby. Press the red "reset" button on these outlets.
    - Test each GFCI by pressing the "test" button; it should pop out. If it doesn't, it might lack power or need replacement.
    - After resetting all GFCIs, check if the affected outlet is working.
3. Circuit Breaker Check:
    Find your breaker box and look for any switches that are not in line with the others. Firmly switch the tripped breakers off (you should hear a click) and then back on.
4. Half-Hot Outlet Check:
    - Some outlets may only be active if a wall switch is on. Try toggling nearby switches to see if it powers the outlet.

Entire House Outage

1. Look around at surrounding homes and see if their power is out also.
2. If so, contact Idaho power for outage information
3. If the power is off only to your home, contact Idaho Power to discuss as there may be billing issues.

HVAC

1. Reset Breakers:
    - Find your breaker box.
    - Identify any tripped breaker (switch that looks out of place).
    - Turn it off (you should hear a click) and then back on.

2. Check Thermostat Batteries:
    - Remove the thermostat cover.
    - Replace the batteries with new ones to ensure it's functioning properly.
3. Furnace Filter Replacement
    - Check the furnace filter’s condition.
    - If it appears dirty or hasn’t been replaced in the last 90 days, replace it with a new one.
    - Ensure the filter is installed correctly according to airflow direction markings.

When temperatures exceed 100 degrees outside, the A/C cannot keep up so while your thermostat may be set to 70 degrees, and the actual temperature in the home is 80 degrees, the unit is functioning normally. If temperatures are below 100 degrees outside and the A/C isn't keeping up with the selected thermostat degrees, enter and dispatch a vendor.

Pest Control

Thank you for reaching out regarding the pest issue you're experiencing at the property. To ensure your concern is addressed promptly, please submit your pest control request through www.pestshare.com.

By completing the form on the website, our pest control team will be notified and can take the appropriate steps to investigate and resolve the issue.

Let us know if you have any trouble accessing the site or submitting the request.

Garbage Disposal

1. Reset the GFCI outlet.

2. Reset the disposal using the red button on the bottom.

3. Attempt to turn the blades safely using the hex key slot on the underside of the disposal.

We’d like to remind you that if a technician is called out and the issue is found to be caused by something tenant-related, there may be a charge for the service.

Clogged Toilet

Use a flange plunger, which is specifically designed for toilets. Place the plunger over the drain hole, ensuring a good seal. Push down and pull up vigorously several times to create suction and dislodge the clog.

Safety Note: Please avoid using chemical cleaners, as they can damage pipes and fixtures.

Clogged Sink/Tub

Remove visible debris around the sink or tub drain and use a cup plunger for sinks or a flat plunger for tubs. Ensure there’s enough water in the sink or tub to cover the plunger cup. Create a tight seal over the drain and plunge vigorously.

Chemical drain cleaners are caustic or oxidizing and should not be used in pipes.

Active Leak

1. Identify the Source:
    a. Carefully inspect the area to locate where the leak is coming from.
    b. Check nearby pipes, connections, and fixtures for visible drips or wet spots.
2. Shut Off Water Supply:
    a. Locate the main water valve or the specific valve for the affected area.
    b. Turn the valve clockwise to stop the flow of water.
3. Contain the Leak:
    a. Use buckets or containers to catch dripping water.
    b. Place towels or rags around the area to absorb excess moisture.
4. Prevent Further Damage:
    a. Remove or protect items in the vicinity that may be affected by water.

Dishwasher

Many issues with dishwashers can be solved by cleaning it. Citric acid or Affresh cleaner products are recommended.

1. Does the dishwasher appear to have power?
    a. If not, there may be a switch on the wall that provides power to the unit. The breaker in your electrical box may also need to be reset.
2. Dishwasher wont fill
    a. Make sure water supply valve located under the sink it turned to open, allowing water to flow into the machine.
    b. Make sure the door is shut properly.
3. Rack wont slide: check rollers or wheels for damage to see if your racks aren't moving properly. You need to adjust the alignment of the rack.
4. Dishwasher wont use detergent: your dishwashers detergent dispenser may not release detergent properly. Check to ensure that it is not clogged with caked on detergent.
5. Dishwasher wont start
    a. Make sure that the dishwasher is closing properly. If it has a faulty latch, this could be the issue.
    b. Check you circuit breaker to ensure that it has not tripped.

Garage Door

1. Have you have changed the batteries in the garage door opener?
2. 2. Have you also checked to see if you bumped the sensors?

- Garage doo not closing
    - Check the sensors, If your garage door will not close all the way, it is often from something in the way of the sensors.
    - Check the tracks and rollers to see if anything is impeding the movement
    - Check the trolley, are there any flashing lights etc?
    - Check if your remote has not-expired and functioning batteries.
    - Check your garage door model manual.
- Opening Garage Door when there is no power
    - Make sure door is in the down position
    - Pull the emergency release cordManually move the garage door, and then return to the down position
    - Pull the emergency cord release cord towards the door
    - Reconnect the trolley to the opener carriage.

Smoke Alarms

It is important that you frequently test your smoke alarms.

- False Alarm, Alarm Beeping when No Smoke Present or Chirping Intermittently
- Any of the following situations can cause a false alarm from your smoke alarm:

    1. The cover or sensor chamber may be covered by dust or dirt. Alarms may look clean, but dust can accumulate inside the cover, even in newly built homes. Gently vacuum your smoke alarm regularly using the soft brush attachment. You can also use a can of air to blow out any dust accumulation.
    2. Insects may have clogged the sensor chamber. Clean the smoke alarm with the soft brush attachment on your vacuum.
    3. You may have experienced a power interruption. Hardwired smoke alarms may sound briefly when power is interrupted then restored.
    4. If you have hard wired smoke alarms, you may have a loose electrical connection on your AC or AC/DC smoke alarm. In AC or AC/DC smoke alarms, loose connections can intermittently disconnect power to the smoke alarm, the effect is the same as a power failure. When power is restored, the units may sound briefly.
    5. It is likely that the reason your smoke alarms keep chirping and beeping is that the battery is low. Whenever your smoke alarm keeps chirping, replace the battery immediately. It is important that you change all the homes smoke detector batteries at the same time, as the chirping alarm may or may not be the one with a low battery.
    6. It is possible that your smoke alarm “silence” button was pushed by mistake. The alarm will now “chirp” once a minute for up to 15 minutes before resetting.

- No Sound When Testing Smoke Alarm
    1. You may not be holding the test button down long enough. Try holding it down for you to 10 seconds (20 seconds on photoelectric models).
    2. Your battery may not be installed properly or snapped all the way into place. Even if the alarm sounded briefly when the battery touched the terminals, you still need to make sure it is snapped securely into place. If the battery is loose, it cannot power the alarm properly.
    3. After installing new batteries, be sure to est your smoke alarm.
    4. Your AC power may not be on AC and AC/DC units will have a power indicator light (red or green) that shines continuously when they are receiving electrical power. If you have a 10 year model, the smoke alarm may not have been properly activated. If the tab broke away before the alarm was activated, you can use a toothpick to move the switch over to test the alarm.

- Smoke alarm Replacement Batteries
    1. Check your User’s manual or the nameplate on the back of the alarm. Difference smoke detectors have different kinds of batteries - 9V, AA, AAA - it all depends on the model you have.
    2. All kinds of alarm batteries .

Sprinkler Timer

Timer not turning on

1. Make sure it is plugged in
2. If your timer runs on batteries, replace those and test
3. Reset GFCI or breaker

Oven/Range

Burners Not Heating

a. Make sure that the plug to the stove has not come loose.
b. Check the power source receptacle. Grease, oil and moisture can accumulate in the power receptacle causing issues.
c. Make sure that there is a firm connection between the burner coil and terminal.