

HVAC Emergency Checklist

What to do before you call a technician

First 5 Minutes — Stay Safe

- ✓ **Smell gas or rotten eggs?** Leave the home immediately, don't touch switches, and call your gas company + 911 from outside.
- ✓ **Carbon monoxide alarm sounding?** Get everyone to fresh air now and call 911. Do not re-enter until it's cleared.
- ✓ **Burning smell or smoke from the unit?** Switch the system OFF at the thermostat and the breaker.
- ✓ **Water leaking near the furnace or air handler?** Turn the system off and shut the water supply if needed.

Quick DIY Checks (Safe to Try)

- ✓ Thermostat set to the right mode (COOL/HEAT) and a few degrees past room temp? Fresh batteries in?
- ✓ Air filter dirty? A clogged filter is the #1 cause of weak airflow and shutdowns — swap it.
- ✓ Tripped breaker for the HVAC? Reset it once. If it trips again, stop and call a pro.
- ✓ Outdoor unit blocked by leaves, debris, or a blanket of dust? Clear 2 feet around it.
- ✓ Vents/registers open and unblocked by furniture or rugs?
- ✓ Condensate drain line clogged? A full drain pan can shut the system off as a safety measure.

Call a Licensed Pro If...

- ✓ The breaker keeps tripping, or you smell burning.
- ✓ There's ice on the refrigerant lines or the indoor coil.
- ✓ The system runs but won't heat or cool after the checks above.
- ✓ You hear grinding, banging, or loud electrical buzzing.
- ✓ Anything involves refrigerant, gas, or opening the sealed system — that's licensed-tech territory.

Handy Backup Gear to Keep at Home

A spare set of correctly-sized air filters, a working carbon-monoxide detector on each floor, and a portable AC or space heater for emergencies can keep your home comfortable while you wait for service.