

MAINTENANCE “HOW-TO” INSTRUCTIONS

Before calling in your maintenance request, please review the informational tips first. In some cases if these steps are taken first, we will not have to send our maintenance tech to your unit and charge a fee for our service if it could have been taken care of by you.

Breaker box or fuse box

From time to time you may find yourself without electric. Sometimes, due to the age of our buildings and the modern day appliances/amps you may blow a breaker or fuse. The boxes are usually located in your unit, typically in a closet but not rare to be found in the hallway or kitchen area. If you have looked high and low and can not find your breaker/fuse box it will be located in the basement or laundry room area. These boxes will have your unit number on them. (San Carlos boxes are located in the meter room in the second stairwell on Paul Street. The entry door key will gain you access to this area)

When you approach the breaker/fuse box it may not be evident to you that one is tripped or blown. Breakers are black switches that need to be flipped on then off again. Fuses are a circular object only found at La Tosca Apartments located in the laundry room. (spare fuses should be in this area if you need to change one, shut off the entire box to your unit before doing so) If blown the middle top part of the fuse will be cloudy-black or broken, then it would need replacement.

If you have a gfi outlet in your unit (bath or kitchen area) you may just need to reset the red button by pushing it in.

If your *entire apartment* is without electric, please contact Duke Energy to assist you. They can be reached at 513/421-9500.

Air Conditioning Filter cleaning

Window Units: **Filter should be cleaned monthly (resident responsibility)**. Turn window unit off. Find area in front of unit where filter screen can be removed from unit. Remove filter screen and wipe with a gentle cloth to remove excess dirt/dust. Run filter under lukewarm water to remove remaining grime. Let dry and replace in unit.

Central Units: **Filter should be replaced 6-8 times per year (more often for allergy sufferers and smokers, resident responsibility)**. Turn A/C unit off. Find removable front panel on unit. Open panel and remove filter. Replace with new, clean filter, and close the panel. Resume use. **If your unit is not cooling this could be the problem, please make sure you check your filter before calling our office.**

Your thermostat should be set on *cool* and *automatic* during the cooling season. Do not touch them once set. To change the temperature setting use your thermostat, if you want it to stop cooling set it on 80°. If you will be out of town keep it set on 80°, do not turn

your unit off, it will use more electricity to cool your apartment off to a comfortable level.

If you want a cooler temperature set the thermostat at 72-75°. Do not set the thermostat lower than 72° or the system will freeze up and will not cool.

Note: If you follow the above instructions you will keep your cooling costs down and prevent your unit from breaking down during the hot weather!

Garbage Disposals *This system is not intended for large amounts of food. Do not place chunks of any substance in the garbage disposal, this will cause damage!*

Use: Turn on **cold** water. Turn on garbage disposal. Feed the disposal slowly, **small** amounts at one time. Wait for all particles to clear the disposal (listen), and turn disposal off. Continue running water for 15-30 seconds to clear pipe. Turn water off.

Maintenance: Occasionally, grind a few ice cubes to keep the blades sharpened and let the water run to clear any food particles from blades. For a fresh smell, grind a small lemon wedge or orange slice in the disposer. All disposers have overload protectors to avoid damage to the motor. You may have a switch above the sink that controls the garbage disposal, push in reset button on the actual switch plate (if you have this option) or check your breaker. If the disposer should stall, **turn off the disposer & the cold water**. Retrieve the article causing the problem. **Press the reset button on the bottom of the main canister under the sink. If it won't stay in, wait a few minutes & try again.**

Dishwashers

Scrape large food particles and rinse dish before placing it into dishwasher. Position all glasses, plastic, and fragile items on the top rack, and all larger pots, pans, and plates on the bottom rack. Place silverware into basket (handle down, except for knives, which should be blade down). Fill both cups with *dishwasher liquid* and close. **(Use only dishwasher liquid and NEVER use ordinary dish soap, as this will cause suds to spill out onto the floor. Dishwashing Tablets are not recommended as well)** Set wash cycle to appropriate selection and wait until light has indicated the cycle's completion to open dishwasher. Operating dishwasher only when it is full of dishes helps it to run more efficiently than running it when its half full.

Space Heaters *(always use a surge protector whenever possible)*

If using a space heater; place the unit away from the wall. Make sure the heater will not come in contact with any items such as: drapes, furniture, or in an area where a pet could knock the unit over and it could come in contact with such items. **Please do not use a kerosene heater, these can be very dangerous.**

Steam Radiators

Be sure to place nothing on top of, or against radiator when in use. Once boilers are “on”, radiators will emit heat according to temperature set in the boiler room. In order to adjust amount of heat, use the black turn-knob on the side of the unit, making sure to follow the direction of the arrow for increasing the flow, and the opposite direction for decreasing the flow. **Do not turn the knob more than one-half of a full turn at once.**

Washer/Dryers

Laundry facilities are provided for your convenience at our locations, and it is recommended you treat these machines as your own. **Please do not fill washer above $\frac{3}{4}$ level with** your clothing, leaving room for the water and clothing to agitate freely inside the machine. Overloading causes the washers to become off-balance and stop working properly. Washing large blankets, rugs, and comforters is prohibited. Larger, Laundromat machines are needed for this.

Be sure to empty lint trap in dryers before drying your load, and do not overfill these machines either.

Smoke Detectors

At each six-month mark, batteries in smoke detectors should be changed. Should your smoke detector begin “beeping” at any point, it is an indication that the batteries are no longer at full functional capacity, and should be changed. Carefully remove cover of alarm and change battery, being sure to correctly position battery in detector, and replace cover. Test the batteries using the small “test” button on face of detector.

General Maintenance requests

Grandin Properties handles all maintenance requests that come in to our office; however, if requests are a result of tenant neglect or above mentioned solutions, you will be charged for the repair of that particular item. By following the guidelines provided above, you should be preventing any repairs other than those beyond your control.

Please send all general requests in writing to the office. You may send your request via e-mail to maintenance@grandinproperties.com.

Personal Maintenance requests

If Grandin Properties receives a maintenance request above and beyond typical apartment repairs, we will happily consider assisting with these items; however, we will have to charge a maintenance fee per hour spent.