



What to do if your AC is not performing properly or you think it is not working:

Remember before you submit a maintenance request that you check all possibilities. Tenants may be responsible to pay service fees when no system malfunctions are found. We don't want that to ever happen, so be sure that you familiarize yourself with your system capabilities based on the outside temperatures.

- **Troubleshoot before calling:** Check your breaker first to ensure it hasn't tripped and check the emergency switch to make sure no one has inadvertently turned it off. If you have a digital thermostat, make sure it isn't just a dead battery. Install a fresh battery and see if that eliminates the issue.
- - **Do NOT set your thermostat as low as 67,68 or 69. That is too low and will cause your system to consistently run day and not and eventually break down faster. Set your thermostat to a reasonable 72-75 degrees and also use fans throughout your house to keep cool.**
 - On hot days, there can be about a 20-degree difference between the outside temperature and what your system will cool down to. This is normal, and a service call is not likely needed for this. Hot air will naturally rise. Upper floors are going to be warmer than the lower floors. **For instance if you have your thermostat set to 70 but its only cooling to 75 and the outside temperature is upper 90's or 100's that is quite normal. Your system is simply running on overdrive.**
- Depending on the placement of your thermostat, it could be reflecting the temperature in an area where the sun may be shining on it or near it, making it warmer than the rest of the home. In addition, different thermostats read different temperatures in the same environment as they are all calibrated differently. Rather than being preoccupied with the numbers on your thermostat, think more about your comfort. You may need to adjust the setting based on comfort levels of the occupants.
- Ensure you don't have any extra heat sources adding to the warmth. **Turn off heat-producing lights and avoid using your oven and clothes dryers during the heat of the day.**

- **Keep blinds, curtains and shades closed during the hottest part of the summer day.** We realize that many homes only come with blinds, so consider adding curtains. Direct sunlight increases the load on your cooling system. If you don't have curtains in rooms that are more uncomfortable, try adding curtains. Many window coverings commonly available at stores like Target are marketed as "black out" curtains and reduce heat and sunlight.
- Vacuum the return grills regularly to remove dust and to help ensure good airflow. Always change your air filters monthly. Do not use expensive filters or HEPA filters. Use the cheapest filters, and change them monthly. Expensive HEPA filters may seem like a great idea, but they reduce air flow and overwork the system, reducing the output. Again, if your system can't pull in much air, then it can't put out much either.
- Use your ceiling fans Adjust direction of your fans by season. All ceiling fans have a switch on the motor housing that changes the direction in which the blades turn.
- SUMMER setting: When it's warm, the blades of a turning ceiling fan normally push air downward, causing cool air near the floor to travel outward and mix with air at the edges of the room. The process makes for more even cooling, and just the air movement in the room alone can make it feel cooler by four degrees or more! That means if you're using air conditioning along with your fan, you can set the thermostat at a higher than normal setting to save on energy. WINTER setting: Instead of forcing air downward, the blades will push air up toward the ceiling, where hot air normally rises, and drive it back down around the edges of the room. That can result in more even heating.
- **Winter is over, so close your fireplace flue. Its purpose is to let hot air escape in the winter. An open flue sucks up cool, conditioned air out of your home. FYI, not all fireplaces have a chimney.**
- Exhaust fans can blow away a houseful of conditioned air, so turn off the kitchen and bathroom fans as soon as they've done their job.
- **DO NOT forget your furry friends. Please do not leave animals outside in temperatures this high. If its too hot for you, its too hot for them. Please also give plenty of water.**

Once you have verified that your system is indeed in need of repair, put your request in writing through the website. The website is www.amcharlotte.com and click on the maintenance tab. If it's a weekend, you also should submit in writing through the maintenance portal. Please

do not email one team member directly as we will not always see it. The portal is checked every hour!

Thank you,
AM Realty