Smith & Willis
Heating Air Conditioning

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AC Start-Up & Trouble-Shooting Guide

- Air conditioning units come pre-charged from the factory and are ready for use after installation.
- **Smith & Willis recommends changing your furnace filter before starting up the AC, as well as changing it every 6-8 weeks as needed, to prevent the system (ac/furnace) from freezing up and/or failing**
- To turn your AC on, switch the thermostat over to the 'cool' option.
- The furnace fan can be left in either the 'ON' or 'AUTO' position, depending on your preference.
    - *Leaving the fan in the 'ON' position will help circulate the already cooled air in the home, even when the AC is not running.
    - *Leaving windows open on cooler days/nights along with the fan in the 'ON' position will help circulate cool air in the home when the AC is not in use.
- Smith & Willis suggests that the thermostat not be set lower than 68˚ to ensure proper operation – 72˚ is the average setting.
- Please do not run the AC when the outdoor temperature is lower than 68˚
    - *Running the system when it is 68˚ or below outside increases the risk of freezing up the system. (See below troubleshooting tips if your system has ice on it)
- AC units are manufactured to cool in the Rocky Mountain Region up to 91˚ outside
    - *When it is warmer than 91˚ outside it may take longer for your AC to cool
    - OR it may seem as though it is not cooling as usual- This IS normal.
- Set/Program your thermostat to cool BEFORE leaving the home for the day.
    - *Turning the AC on later in the day, when your home is already warmed up, causes the system to work overtime and will take longer to reach desired temperature.
- Manufacture guidelines state that if the indoor room temperature on the thermostat reads at least 15-20˚ cooler than the temperature outside, the AC is cooling to standards.

If you are experiencing any of the following issues with your AC system, please follow the Trouble-shooting Guide before calling for service

- Outside AC unit won't turn on
- AC not cooling well / blowing warm air
- AC is short cycling; turning on and off in short interval

Trouble-Shooting Guide

- If you are experiencing too much/not enough air in one or more areas of the home
    - Make sure all registers/vents are in the “open” position and are not blocked by furniture. If possible, keep doors in the home open to provide proper air flow between all areas of the home

- Is there power to the system (indoor and outdoor)?
    - Has a breaker been tripped? Double check your breaker, sometimes a switch looks pushed over all the way, but is not engaged.
    - Is the disconnect switch on the outside unit in the 'ON' position and pushed all the way in? The disconnect switch is located in the small electrical box next to the outside AC unit. (See below photos)

- Have you changed your furnace filter recently?
    - We recommend changing the furnace filter every 6-8 weeks as needed
    - Choose a thinner filter – a thicker filter may decrease some airflow at registers/grills

- Is the AC unit, copper lines OR indoor coil frozen? (There will be a visible block of ice)
    - If yes: turn the thermostat from 'COOL' to 'OFF’ – leave fan 'ON' rather than ‘AUTO’
    - **Must thaw out for a minimum of 24 hours before turning back on or before any service can be done**

- Do you have an Xcel Energy Saver Switch?
    - **Not ALL homes have a “Saver Switch”- it is something you must sign up for/request to have installed through Xcel**

- ***What is an Xcel Energy “Saver Switch”?***
    - On hot summer days – 10 to 15 days in an average year – Xcel Energy may activate their Saver’s Switch. The switch cycles your AC on and off generally at 15 to 20 minute intervals. Most homeowners don't even notice when the switch is activated. An independent test of 40 homes showed an average increase of only one to two degrees Fahrenheit during activation. On control days, the switch is typically activated between 2 p.m. and 7 p.m.

- To see what the Xcel Energy Saver’s Switch looks like and how to tell if it is activated or not, visit: https://www.xcelenergy.com/Save_Money_&_Energy/Find_a_Rebate/Saver's_Switch_for_Residences_-_CO
  select “additional information

If after going through the Trouble-shooting Guide, your system is still not performing properly, please call us at 303.688.4487 or email us at office@smithandwillis.com to set up an appointment.