Entergy Solutions
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Simple HVAC solutions

Easy DIY actions to try before calling the pros

First things first. HVAC stands for **heating, ventilation** and **air conditioning**. Your A/C, heat pump and/or furnace are all parts of a complete HVAC system. You should have a professional perform routine maintenance on your system, but even well-maintained equipment can sometimes fail. If your system stops working, here are some things you can try to get your HVAC running again.

1

Make sure your system has power

- Check your breaker to make sure it hasn't flipped or blown a fuse.
- Every furnace has a power switch. Sometimes it's located on the unit itself. In units placed in attics, the light switch and furnace switch may be located close together.

2

Reset

Switch off the breaker for your system, wait 10 seconds and then switch it back on.

3

Make sure your furnace door is closed

Many furnaces can't operate while the service door is open. If the furnace isn't producing heat, open the service door, and shut it again. Once it's tightly closed, turn the heater back on.

4

Check the thermostat for power

- If the thermostat screen is blank, it has lost power. (Sensi thermostats don't use batteries.)
- If the thermostat is getting power, check to see if your temperature settings were accidentally changed.

5 Install a new filter in your furnace or A/C

- Filters that are too dirty or too old reduce air quality and airflow from your vents, leading to inefficiency.
- When replacing the furnace filter, make sure you close the furnace door entirely. If the door is left open, the unit won't operate.

6 Check all vents for obstructions

If parts of your home aren't getting heated or cooled very well, take a look at your vents. They can sometimes get shut or covered without being noticed. Make sure they're free from dirt, dust or objects that could restrict airflow.

7 Turn off the A/C

Some components can freeze if your A/C has been on for a long time. If your A/C isn't producing cool air, turn it off and use the fan for a while before trying your A/C again. If the problem continues or happens frequently, it's time to bring in an expert.

8 Check furnace and A/C wires

Wires can become disconnected or damaged. It's more likely to happen to outdoor units but can occur inside as well. Be careful—don't handle any potentially damaged or exposed wires, as they could carry the risk of electric shock.

Contact a professional if you see disconnected or exposed wires.

Know when to contact service experts

- Many units have control boards with LED flash codes. If you see flashing lights through a glass pane, contact a professional.
- It's also time to contact the pros if the cause of a problem is unclear or the fix is complicated. Many problems require extensive fixes, and trying to resolve them yourself can lead to damage to your system and voided warranties.