

Air conditioner or air source heat pump not running?



Use this checklist to troubleshoot your air conditioner (AC) or air source heat pump (ASHP).

- 1. Is your thermostat set to cool?** With most thermostats, you will need to lower the temperature to begin cooling, as well as change the thermostat from “heat” or “off” to “cool”.
- 2. Is your furnace fan running?** Even though your AC or ASHP produces the cool air, the furnace fan circulates the air. If this is not running, you may have a furnace issue.
- 3. Is your furnace filter clean?** It is important to change the furnace filter as often in the summer as you do in the winter, about once per month. Build-up in your furnace filter could cause an issue circulating the air.
- 4. Is your AC/ASHP supply breaker in the “on” position?** This breaker is located inside your home. At times, people will shut this off in the fall. Make sure it is on.
- 5. Is your AC/ASHP disconnect in the “on” position?** This will be located near the unit outside of your house.
- 6. Have you given the unit time to get going?** If this is the first time you’ve turned it on for the summer, give the unit 15-30 minutes to get started. Some units have a 15 minute delay programmed into them the first time you turn them on.
- 7. Are you on an Energy-Saving Program for your AC or ASHP?** If so, it is rare, but possible that your load control switch may need to be replaced. Wright-Hennepin (WH) will send an Energy Use Consultant (EUC) to your home to troubleshoot the switch.

Note: our EUCs will fix or replace faulty load control switches, but will not make other repairs to your air conditioner or air source heat pump.