

Heat in your Home – Hot Water Heat

Keep the heat on.

- Keep your thermostat set at least 20 degrees during the winter. Keep curtains, drapes or furniture at least one foot away from heat registers so that heat can circulate from the register through your home.

Have someone check your home.

- If you are going away during the winter, make sure to leave the heat on inside and have someone come and check your home every day.

Find your water shut-off valve.

- Know where to find the water shut-off valve in your home. Your Program Manager should have shown you where the valve is in the event of an emergency.
- If a radiator pipe bursts, call the Program Manager or after hours Maintenance immediately to prevent damage.

Don't leave windows open in the winter.

- The cold air right above the heat register can cause freezing and burst pipes.

What should I do if I don't have any heat in my home?

- **Check the thermostat** on the wall.

OR

- **Check the radiators.** If the thermostat is set above 20 degrees, check that the radiators are not blocked by furniture, curtains or rugs.
- **If the radiators are uncovered,** check that the thermostat is on and at 20 degrees.
- **If there is still no heat;** Contact the Program Manager or the closest Westwinds Communities Site for after-hours calls.
- If you have questions about the thermostat, the heat registers or where the shut off valve is, contact your Program Manager.



Keep the thermostat set at 20 to 22 degrees.

Heat in your Home – Furnaces

The Furnace transfers outside air to heat and circulate through your home.

- The air is warmed by a natural gas burner inside the furnace. Electricity is used to power the motor and fan, if the power goes out so does the furnace.
- The furnace filter removes particles in the air brought into the furnace. If the filter becomes dirty or clogged, the air inside your home will be dirtier and the furnace will not operate at its best.
- It is important that filters be replaced at minimum twice yearly to keep the air clean and the furnace performing at its best.

How do I change and replace the furnace filters?

- The Westwinds maintenance department will change the filters twice yearly, or if you prefer to complete the task more often, filters can be purchased on your own at any hardware store.
- Filters have an arrow showing the direction the air is moving. The filter will also have a number that indicates the size of the filter.
- Checking the filter:
 - Pull the filter out of the furnace.
 - If the filter cannot be seen through easily, it needs to be changed. Place the dirty filter in a trash bag.
 - Insert the new filter. Ensure the arrow is pointing towards the furnace.
 - Do not run the furnace without a filter.

How can I keep my furnace working safely?

- Check the furnace filter every two to four months to ensure it is clean. Replace dirty filters regularly.
- Ensure the correct size filter has been installed; there are many options available.
- Never plug or cover vents in your home. The vents bring in air for the furnace and spread the warm air through your home. Covered vents mean the air cannot move.
- Keep the area around the furnace clear by at least six feet.
- Do not run the furnace with the fan door removed.
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WHAT IF I HAVE NO HEAT IN MY HOME?

- Check the thermostat and ensure it is set between 20° and 22°.
- If the thermostat is set, check that the furnace is working.
- If you can hear the furnace making a sound, check the vents in the bedrooms and living rooms to ensure they are clear.
- If the air coming out of the vent is cold or there is very little air, check the filter and replace if it is dirty.

If there is still no heat, contact the Program Manager or the closets Westwinds Communities Site for after hours.