



No Heat: Nine Checks Before You Call

Work down the list in order. It runs from most common to least.

Do none of this. Leave the house instead, if:

You smell gas. A carbon monoxide alarm is sounding. You see or smell burning or smoke. There is standing water around the unit. Get everyone out, then call from outside.

The nine checks

- ☐ **1. The thermostat**
Set to HEAT. Setpoint at least three degrees above the room reading. Screen not blank. No schedule setback running. Change the batteries anyway.
- ☐ **2. The service switch**
Looks like an ordinary light switch, near the furnace on a joist or wall. People flip it looking for a basement light.
- ☐ **3. The breaker**
Push firmly to OFF, then back to ON. If it trips again, stop and call.
- ☐ **4. Gas supply**
Is anything else gas-fired working? Is the valve handle in line with the pipe? Look, do not adjust.
- ☐ **5. The filter**
Hold it to a light. If light barely gets through, replace it. Allow twenty to thirty minutes for the unit to cool before it restarts.
- ☐ **6. The front panel**
A door switch behind the panel stops the furnace when it is not seated properly. Reseat it firmly.
- ☐ **7. The condensate drain**
Look for water where it should not be, a full pump reservoir, or a silent pump. Some pumps have a reset.
- ☐ **8. The vents outside**
Clear snow and ice back an arm's length from the two white plastic pipes. Hands or a soft brush, nothing sharp.
- ☐ **9. The status light**
Count the flash pattern through the viewing window and write it down. The legend is usually inside the front panel.

Symptom to likely cause

What it is doing

Where to look first

Completely dead	Service switch, breaker, front panel not seated
Blower runs, air is cool	Thermostat fan set to ON instead of AUTO
Runs a few minutes, then quits, repeatedly	Blocked filter, closed registers, blocked vents outside
Tries to light, clicks, gives up	Igniter, flame sensor, gas supply. Call.
Dead after a filter change	Door switch, service switch
Water pooling near the unit	Condensate drain or pump, float switch tripped
Breaker trips a second time	Stop. Call.
Banging or booming on ignition	Shut it down. Call the same day.

Have these ready when you call

- ☐ **Brand and model number**
A photo of the rating plate is fine.
- ☐ **The status light flash pattern**
- ☐ **Which of the nine checks you already did**
- ☐ **Roughly when it stopped, and what happened around then**
A power flicker, a filter change, someone working in the basement.

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This guide covers homeowner-level checks only. Work on gas-fired appliances in Ontario is restricted to licensed technicians. If you smell gas or a carbon monoxide alarm sounds, leave the building first and call from outside. Conditions vary by home and equipment, so treat this as general guidance and confirm anything specific with a licensed technician.