

### 6-Step Diagnostic Order | Use Before You Call

#### Step-by-step diagnostic

##### 1 Check thermostat mode and fan setting

Mode must be Cool. Fan must be Auto (not On). Drop setpoint 3-4 degrees to force a cycle.

##### 2 Verify outdoor unit has power

Check the outdoor disconnect box and the 30-40A double-pole breaker at the main panel. Flip fully Off then back On once.

##### 3 Replace the dirty air filter

Hold the filter up to a light. If you cannot see light through it, replace with the same size, arrow toward the furnace.

##### 4 Inspect for a frozen evaporator coil

Turn the AC off and set Fan to On for 2-3 hours to thaw. If it refreezes within a day, refrigerant is low.

##### 5 Low refrigerant needs a technician

Do not attempt to add refrigerant yourself. It is federally regulated in Canada and requires provincial certification.

##### 6 Capacitor or compressor failure

Outdoor fan spins but no compressor hum = likely a capacitor. Fast fix. No outdoor activity at all = electrical or compressor; call it in.

#### When to stop and call One Stop HVAC

- Breaker trips again within minutes of a reset.
- You see frost or ice on the copper refrigerant lines.
- Outdoor unit is completely silent with thermostat calling for cool.
- AC has had 3 or more repair visits in the last 24 months.
- The system is over 12 years old and the fix is quoted above 50 percent of replacement cost.

**Book a same-day diagnostic at [onestophvac.ca/contact](https://onestophvac.ca/contact)**