

Every troubleshooting incident begins with a process to identify which system and components are involved. Once you narrow down the problem to one component, you can determine if it is something you can remedy yourself or if you need to call in a service professional.

1. Which system(s) might be part of this problem?

- Electrical
- Plumbing
- HVAC
- Propane System
- An Appliance or Accessory

2. Can you narrow down which parts/components of that system might be affected?

- **Electrical**
 - Shore power outlet, surge protector, power cord. Generator, inverter, battery bank, solar panels.
- **Plumbing**
 - City water connection, pressure regulator, fresh water supply hose, water filter, water pump, water heater, holding tanks, drains, faucets, toilet, macerator
- **HVAC**
 - Furnace, air conditioner, return filters, thermostat
- **Propane**
 - Tank, regulator
- **Appliance**
 - Fuel source, control panel, thermostat, supply lines

3. Follow the system from initial point to the point of the problem. Is there a component in the "chain" not working?

4. Is there any obvious damage or interference with that component?

- Debris around air intakes
- Broken, missing, or dented pieces
- Kinks in a supply hose
- Anything out of place

5. Check your maintenance log to see when it was last serviced. Is it overdue for service?

- Will servicing this component resolve the problem?
 - Check Filters - Even when they don't look dirty, filters can hold an amazing amount of debris that can hinder function
 - Check Fluid Levels - Adequate oil, water, or other fluids are necessary for the function of a component
 - General Cleaning - i.e., When freezer fins are loaded with ice, they hamper the function of the refrigerator. When the gas jets on a propane stove are clogged, the stove won't light or stay lit. Flushing the black and gray tanks help the sensors to function better. The air intake of the inverter, the water pump, water heater, refrigerator all need to be free of debris for adequate air flow.

6. If maintenance is not the issue, is the component getting the power it needs?

- Electrical
- Inverter/Battery
- Generator
- Propane

7. Is there a reset or safety switch that may have tripped?

- If so, can you identify why it might have tripped (for instance, running too many appliances on one circuit)
- Does resetting the component resolve the issue?

8. Check the component's manufacture date for the age. Have you reached the "life expectancy" for this component?

- If it is near its "end of life" replacing the component may be the answer.

9. If you have not identified anything wrong with the component you suspect, is there a related component that might be causing the issue?

- Is there another component in the system chain that has a related function?
- Is there another *system* that is related to this function?
- If so, go through the discovery process again with additional related components

10. If there are no related components or systems to check, it may be time to call in a service professional.

- Write out a step-by-step description of how you discovered the problem and anything you discovered in your troubleshooting process to review with your service professional.