



Frequently Asked Questions

EXTERIOR

Q: My lawn doesn't look great?

A: Confirm you have followed the [recommendations](#) provided to you from County Classics.

Q: My trees seem to be dead?

A: Trees are a part of the phase acceptance with Hillsborough Township. Any tree deemed to be dead will be replaced by Country Classics during the acceptance process.

Q: Settlement around my house?

A: Country Classics will re-top soil and apply grass seed, one time within your first year.

PLUMBING

Q: I have water dripping through my ceiling?

A: Confirm the toilet above is not clogged and over flowing.

A: Confirm there is no excessive water on the bathroom flooring.

Q: I have water under my sink?

A: Kitchen sink – confirm the retractable faucet head is tight to the supply hose (if applicable).

A: Vanity Sink – Confirm the water supply hoses are tight to the shut off valves, or the drain trap has not been compromised.

Q: I have no hot water?

A: Confirm that your water heater is in full operation.

Q: My garbage disposal isn't working?

A: Confirm the power is on. There is a reset button on the underside of the unit. Confirm nothing is resisting the propeller from spinning. **VERY IMPORTANT – DO NOT PUT YOUR HANDS IN THE DRAIN.**

HVAC

Q: There is a noise when my furnace starts up and shuts down?

A: This is the expansion and contraction of the rigid duct work in the basement. If the noise is continuous, please contact Country Classics or TRV Mechanical.

Q: The furnace is not turning on?

A: Confirm the power is on. Check the breaker panel and the emergency shut off switches

located on the unit, or hallways and stairwells.

A: Confirm the filter is clean and air can pass through.

Q: Unit is on but no heat or cooling?

A: Heat – Confirm the thermostat is programmed correctly.

A: Cooling – Confirm the thermostat is programmed correctly. *Please note in extreme weather conditions, if the inside temperature is within 15 degrees cooler than the extreme temperature-operation is adequate.

APPLIANCES

Q: My Dishwasher stopped working?

A: All appliance related service requests must go directly through the manufacturer.

ELECTRIC

Q: No power to an outlet?

A: If an outlet is GFCI protected – you need to reset the outlet that is feeding to it. There are multiple protected outlets. Example: Bathroom outlet may not appear to be a GFCI outlet, but it is most likely inter-wired to another GFCI protected outlet that could potentially be in another bathroom.

Q: No Power in an area of the house?

A: Confirm the breaker is not tripped in the basement. Note: The breaker must be turned “off” first, then turned to the “on” position.

Q: Breaker keeps tripping.

A: Is the current overloaded? Example: tread mills, computer, printers. If multiple appliances are in operation simultaneously, it could potentially over load the circuit.

OVERHEAD DOOR

Q: My garage door openers are not working?

A: Confirm power to the outlet. Confirm anti-close sensors are aligned.

ATTIC FAN

Q: My attic fan is not working?

A: First confirm power, then confirm the switch is in the “on” position. Also check if the temperature in the attic exceeds the temperature set on the attic fan thermostat.