



ELECTRICAL PROCEDURES

ALL ELECTRICAL SERVICE REQUESTS SHOULD BE MADE THROUGH THE CUSTOMER SERVICE DEPARTMENT AT YOUR BUILDER'S OFFICE. AFTER THE APPROPRIATE SERVICE ORDER HAS BEEN ISSUED AN APPOINTMENT SHALL BE SET TO MAKE REPAIRS.

HOWEVER, IF AN ELECTRICAL **EMERGENCY** SHOULD ARISE (POSING A THREAT TO YOUR HOME OR FAMILY) CALL:

J. BATHE ELECTRIC, DURING WORK HOURS – 636.498-0613

**STONWOLF SUBDIVISIONS: CALL O'FALLON ELECTRIC – 618.632-3577
AFTER HOURS – EMERGENCY PAGER 618.234-4809**

EAGLES LANDING SUBDIVISION: GLAENZER ELECTRIC – 618.277-2500

THE AFTER HOURS SERVICE IS FOR ELECTRICAL **EMERGENCIES ONLY** (POSING A THREAT TO YOU OR YOUR HOME)

FOR YOUR CONVENIENCE THE FOLLOWING IS A LIST OF COMMON ELECTRICAL PROBLEMS WHICH CAN BE SOLVED BY USING THE FOLLOWING CHART.

ELECTRICAL PROBLEM	TROUBLESHOOTING
DEAD RECEPTACLES	A) CHECK ALL GFI'S IN HOUSE FOR TRIPPED GFI TEST AND RESET GFI'S TO RE-ENERGIZE (RED BUTTON) B) ROOMS WITHOUT OVERHEAD LIGHTS HAVE SWITCHED RECEPTACLE (CHECK SWITCH ON WALL) C) IF LIGHTS AND RECEPTACLES DEAD CHECK BREAKERS IN PANEL.
FIXTURE NOT WORKING PROPERLY	A) CHECK BULBS B) IF OUR ELECTRICIAN DID NOT HANG FIXTURE IT IS NOT COVERED UNDER WARRANTY. C) IF FIXTURE IS A RECESS CAN CHECK THE LAMP FOR PROPER SIZE (40 WATT MAX IN SHOWER CAN) D) POSSIBLE PROBLEM WITH FIXTURE-CALL FIXTURE SUPPLIER.
SWITCH DOES NOT DO ANYTHING	A) CHECK RECEPTACLES FOR SWITCHED RECEPT. B) DUMMY SWITCH IF CEILING FAN WAS INSTALLED WITH "INTELITOUCH" SWITCH.
CEILING FAN WOBBLER	A) WE ARE NOT RESPONSIBLE FOR BALANCING FANS.
A/C DOES NOT WORK	A) CHECK BREAKER IN PANEL B) CHECK DISCONNECT TO BE SURE IT IS IN THE "ON" POSITION. (LOCATED ON WALL NEAR A/C UNIT)

WE RECOMMEND YOU CONSULT YOUR APPLIANCE AND FIXTURE OWNER'S MANUALS BEFORE MAKING A SERVICE REQUEST. (INCLUDING SMOKE DETECTOR MANUALS) **ITEMS LISTED ABOVE ARE NOT COVERED UNDER THE STANDARD ONE YEAR WARRANTY GIVEN BY THE ELECTRICAL CONTRACTOR. A SERVICE CALL REQUEST FOR THESE ITEMS WILL RESULT IN A SERVICE CHARGE.**