

APPLIANCE USE AND CARE

PROPER USE & CARE OF GARBAGE DISPOSAL:

1. Be sure to run cold water when disposal is in use as it will solidify any grease and send it down the drain with other food waste. Cold water also helps to cool the motor.
2. Do not stuff food down the disposal or overload. Turn cold water on first, then disposal, then push food waste into the drain, running cold water an additional 15-30 seconds longer after the grinding noise has stopped. Dispose of food waste frequently.
3. The disposal will accept soft food only. The following foods will place a strain on the disposal and/or cause it to break down. These foods should be placed in the trash and not the disposal:
 - Any meat or meat by product (Bones/Pits/shells)
 - Chicken skin -Dried legumes
 - Stringy Foods (celery/asparagus)
 - Rice
 - Onion skins
 - Any non-food product -Animal fat
 - Corn husks/silks
 - Glass/cloth/cigarettes/metal/etc.)
 - Popcorn kernels
4. Do not use drain-cleaning chemicals in disposal, but clean occasionally by placing 8-10 ice cubes in disposal and process. If disposal stops working, before calling for repair man try the following; make sure the switch to the disposal is in the off position and insert the handle of a plunger or broom into disposal, catching blades, move until blades move freely (do not force), remove handle. Look on bottom of disposal and push in the red re-set button. Turn on disposal and it should run smoothly. If disposal still does not work, submit your repair request in writing to HRG and a repairman will be sent.

PLUMBING

1. Do not use tablets or cleaners than hang in the toilet tank. They impede the function of the toilet and require the entire toilet to be replaced.
2. Septic tanks: The only thing that should be placed in the toilet is human waste and toilet paper.

HOW TO RUN THE DISHWASHER:

1. Use only detergents made for dishwashers (check container before using). Detergents should be free of lumps for best cleaning. Do not put detergent into dishwasher until ready to wash. Keep detergent off aluminum utensils or silver items.
2. Brush or rinse loose particles of food from dishes before placing in the dishwasher. Baked or burned-on food should be soaked off before placing in dishwasher.
3. Load dishwasher properly. Do not block spray tube by improper loading or overcrowding. The upper rack is designed for glasses, cups, saucers, smaller odd pieces, and less heavily soiled items. Face items toward spray tub for best washing and rinsing action.
4. General care. Keep the dishwasher strainer clean to prevent clogging. Be sure that nothing has fallen to bottom of the tub while loading the dishwasher. Solid objects, broken glass, lightweight plastics can damage the propeller. Ordinarily, dishwashers are self-cleaning.
5. Items not to be washed in the dishwasher include; plastic items (except Melmac), rubber/wooden items, cast iron utensils, hand-painted china and milk glasses, and anodized aluminum.
6. ***PLEASE DO NOT EVER*** force the dial through a cycle. When the dishwasher is turned on, you *must* let it complete the cycle. Forcing the timer can cause damage to the dishwasher.
7. The hot water temperature should be set at a minimum of 120 degrees Fahrenheit in order for the dishwasher to produce clean dishes.
8. Always be sure water does not come out of the air vent at the top of the sink. If this occurs your dishwasher is clogged.
9. Run hot water at the kitchen sink before turning on the dishwasher. This will get hot water to the dishwasher immediately and do a better job of cleaning your dishes.

TIPS ON HEATING & COOLING EQUIPMENT:

1. The most comfortable setting should be selected and left unchanged, since constant changing results in inefficient use. The cost of cooling or heating increases by about 5 percent per degree.
2. Close shades and draperies during extreme weather to block out hot sunrays in summer (help reduce heat loads) and to provide insulation on cold days.
3. Don't let room get too hot, heat is stored in walls, furniture, drapes, etc. and it takes air conditioner longer to produce desired comfort level.
4. Don't leave doors and windows open, this allows cool, dehumidified air to escape, working against the air conditioning unit.
5. The maximum load on the air conditioning system occurs between 4:30 p.m. and 8:00 p.m. on extremely hot days; therefore keep cooking, showers, ironing, vacuuming, and washing and drying clothes at this time to a minimum.
6. **Filters should be changed every month.** By keeping filters clean you can reduce your gas bill. Dirty filters reduce airflow and cause uneven temperatures. To change filter, remove screws and open. Replacement size is stated on old filter. New filter can be purchased at any hardware store. Simply insert and replace screws. It is your responsibility to purchase and install the filters. Not changing the filters could cause the heater and/or air conditioner to malfunction. Should this happen you could be held responsible for the cost of repairing the system.
7. In two story homes, apartments, etc. with air distribution problems, close the upstairs vents and open downstairs vents in the winter, and in the summer open upstairs vents and close downstairs vents.
8. When operating the air conditioner, **DO NOT** turn air conditioner on and off and the on again without waiting at least five minutes in between. Not waiting five minutes could cause sudden power surges on the compressor and may cause problems with the operation of the unit.
9. **Furnace Pilot.** Must be lit in the fall by HRG, there is no charge by HRG for this service. Submit your request in writing early so they can schedule you before the rush. If a HRG vendor is sent simply to light your pilot, you will be billed, as this is your responsibility.

MISCELLANEOUS APPLIANCE USE AND CARE

1. **SMOKE DETECTOR (S):** Smoke detector(s) provide a safe home for tenant(s) and protect the property from fire. They are mandated by local and state laws and should not be disconnected for any reason.
 - Test should be performed once each month to determine that smoke detector(s) are operating properly.
 - If smoke detector(s) are battery operated, battery should be replaced at least twice a year, or when monthly test determines battery is not operational. A chirping sound means the battery is low. (Easy way to remember is when daylight savings time changes).
 - If smoke detector(s) are not working tenant should contact the maintenance department immediately and report the problem.
2. **STOVE:** Before calling for service, please check to make sure the automatic oven timers (start & stop) are both set at 12:00. If these are not both set, the oven will not work. If nothing is working on your stove (surface units, oven) check your breakers to see if they work. If a repairman is called and it is found to be a blown breaker, you will be charged for the service call.
3. **REFRIGERATORS:** Once a year pull out the refrigerator and vacuum clean the vents and coils. This not only keeps the refrigerator running more efficiently, but can save money on the electric bill.
4. **PORTABLE ELECTRIC HEATERS:** If you use a portable heater for spot heat in addition to the heating system in your unit, be aware that your electric bill will be higher. The following safety precautions should be followed when using portable heaters:
 - The unit should bear the seal of a nationally recognized safety-testing laboratory.
 - Place portable heater away from combustibles, such as drapes and newspapers.
 - Position heater so it cannot be tipped over. Position the cord so individuals will not trip over it. If heater has not been used for a period of time, check out heater to be sure it is operating properly.
 - Never leave heater on and unattended.
5. **ELECTRICAL PANEL BOX (BREAKER BOX):** All switches must be in an "on" position. If there is a problem, it is your responsibility to check breaker box before calling for service. Turn all switches to "off" position, then to the "on" position. Your electricity should resume at this point. If this has not been checked and a repairman finds this is the only problem, you will be charged for the service call. Some electrical meters have a separate breaker located outside under the meter. Turn this breaker off and on before requesting service.

There may also be a **GFI (BREAKER SWITCH)** normally found in the bathroom, kitchen or garage, but may also be found in the breaker box. This switch will have an “on”/“off” reset button. Please check this switch and follow steps above before requesting for service.

6. **BARBECUE GRILLS:** Improper use or placement of a grill can cause fires, resulting in extensive property damage or personal injury. The following guidelines should be followed to prevent damage to property and/or individuals:
 - Do not use grills on wooden decks or balconies (hot ashes from grill may fall un-noticed). Make sure grill is sturdy and stable, especially if it stands on legs.
 - Watch the placement of the grill (never grill near dry grass areas). Sparks and smoke should be directed away from buildings, furniture and people.
 - Never leave a grill unattended once coals are lit.
 - Never use gasoline, kerosene, alcohol or a cigarette lighter to start a fire or add more starter fluid once a fire is lit.
 - Use only enough charcoal to last for the time it will be needed.
 - Douse coals thoroughly with water after grilling. A sudden high wind could cause hot coals left overnight to ignite nearby buildings.
 - Never use grill in a confined space or move outdoor barbecues indoors. Smoldering charcoal can build up lethal concentrations of carbon monoxide.
 - Always discard used briquettes in a noncombustible container, never use a cardboard carton or paper bag. **DO NOT** place briquettes in garbage can until you are sure they are completely cold.
 - When using an electric igniter, place it on a noncombustible surface, such as bricks.
7. **WATER PIPES:** In freezing weather leave the heat on, open the cabinet doors under the kitchen and bathroom sinks, and open taps to allow faucets to drip. Also, in freezing weather any exterior pipes should be wrapped to keep them from freezing and breaking. Be prepared to cover any outdoor plants that are sensitive to freezing temperatures.
8. **DO YOU KNOW?** In case of an emergency, do you know the location of the circuit breakers and the water shutoff? You should also know how to turn off the gas to the property. If you are not sure where these items are located, please call HRG and we will do our best to get the information to you.

FIREPLACE USE AND CARE

When using the fireplace, please keep the following safety precautions in mind:

1. Make sure that the flue is open before you start a fire and keep it open until the ashes are cool enough to touch. If you are in doubt that it is open, look up inside the fireplace to check.
2. Keep a glass or metal screen in front of the fireplace opening to prevent hot embers from jumping out while the fire is going.
3. Do not put anything, including paper and kindling, closer than three feet to the fireplace when it is in use.
4. Never leave a fire unattended.
5. Burn only dry, seasoned hardwood. Do not use green wood, treated lumber, or painted wood. Never use charcoal or Briquettes in fireplace, or anywhere in house.
6. Use a grate (log holder) for logs to prevent damage to the firebox.
7. Never use combustible liquids such as kerosene, turpentine, lighter fluid, or gasoline to start or accelerate the fire.
8. Use a small amount of paper or small pieces of wood to start the fire. If you twist the paper into a compact tube-shape first; it will burn longer, giving the logs a good start. Paper and/or kindling wood placed under the grate containing the logs are usually enough to get a nice fire going.
9. Do not stuff scrap paper, gift-wrapping paper, or old Christmas trees into the fireplace. Loose paper could fly out and ignite the roof. Gift-wrapping paper may emit toxic fumes.
10. Do not use excessive amounts of paper or wood to create a roaring fire. A roaring fire may ignite creosote, a toxic chemical that accumulates on chimney walls.
11. If you use artificial or synthetic logs, follow the directions on the package. Never break a synthetic log apart to quicken the fire, or use more than one log at a time. The logs may burn unevenly, releasing high levels of carbon monoxide.
12. Never close the flue if hot ashes or embers are still burning. Embers can smolder for many hours and can rekindle to the point of igniting the room.
13. Do not dispose of burnt logs or ashes until they cool completely. Dispose of cold ashes in a metal container.
14. Do not use fireplace as an incinerator.