

Castle Keepers, Inc.
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Maintenance Letter

1. Our most frequent problems with clogged plumbing are from soft clogs (too much toilet paper at one time) and feminine products flushed down the toilet. Low flow toilets are not equipped to flush a lot at one time. ***Tenants are responsible for bills related to repairing drain blockages or stoppages, unless caused by defective plumbing parts or roots invading the sewer line.***
2. If you have garbage disposal problem check the red reset button on the bottom of the garbage disposal. Rotating the inside unit in reverse direction with a broom handle while it is off will often clear a jammed disposal. Sometimes there is a metal tool to insert into a hole in the bottom of the unit which will reverse the unit and usually clear it. Here are a few more tips:
 - a. Use a strong flow of cold water when using the disposal.
 - b. Turn the unit on before adding food waste.
 - c. Let the water run for 90 seconds after grinding is completed to flush all waste away.
 - d. Make sure no silverware, large bones, glass or plastic fall into the disposal.
 - e. Don't pack waste into the disposal.
 - f. Don't turn off the motor until grinding is complete.
 - g. Don't use harsh chemical drain cleaners containing lye or acid.
 - h. Don't add waste until both water and disposal are on.
 - i. Do not put stringy or fibrous materials (onion skins, artichokes, asparagus, shrimp skins, etc) in the unit.
3. Misuse of water can be the tenants' financial responsibility! This includes hoses left running and dripping faucets not reported. Do NOT ignore running toilets. A running toilet can add hundreds of dollars to a water bill if left unreported. ***Tenants are responsible for any increase in water usage due to tenant neglect or misuse.***
4. For gas or electric issues, and call PG&E or Southern California Gas Company service first. Many times a pilot light is out or the electric service has been interrupted in your area. Many appliance or heater problems will be checked free by these agencies and if possible they will correct them or tell us what the problem is.
5. For dishwashers, make sure it is loaded properly. No objects obstructing the arm at the top or bottom of the dishwasher. You should not hear banging while your dishwasher is running. Do not load items over a spray arm or stem. **Only use automatic dishwashing cleanser**, any other kind can cause major problems and the dishwasher will overflow onto the floor. Running your dishwasher at least once every week is necessary to keep the motor from freezing up!
6. Do not store anything in the closet with your hot water heater. If this appliance is in your garage, nothing may be stored around it. There have been explosions and fires caused by ordinary household products (cleansers, paint, gasoline, etc.) being stored next to water heaters!
7. Unplug curling irons and hair dryers when not in use. This is another common fire hazard even when turned off.