



# New Homeowner FAQs

## 1. How Do I Contact My Customer Care Representative?

Your Customer Care Representative can be reached at (949) 660-8988, Monday – Friday 9am-5pm. Pacific Communities reserves the right to change/modify these hours during observed holidays.

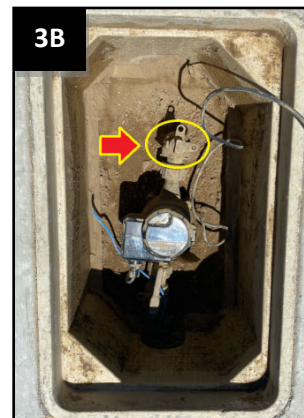
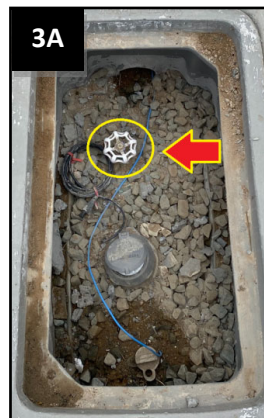
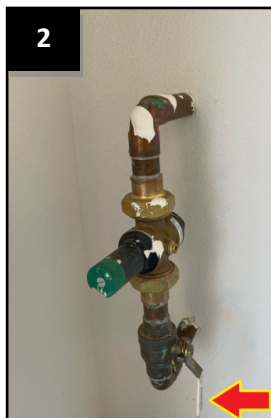
## 2. How Do I Shut Off the Gas to My Home?

Perform the following ***immediately*** if you suspect a gas leak or can smell escaping gas:

1. Locate the main shut-off valve next to your meter on the inlet pipe.
2. Direct it so that it runs crosswise on the pipe. The line is now closed.
3. Call your Gas Company and report the leak.

## 3. Where Can I Turn Off the Water in My Home?

1. If the leak is occurring at a location with a secondary shut-off valve, such as at a sink, toilet, washing machine, or water heater, and it is leaking at a point ***past*** the shut-off valve, turn the handle or valve to the right (clockwise) to tighten and shut off the flow.
2. If that does not work, please try the secondary water shut-off located inside the garage.
3. If the previous methods do not work, use the same procedure at the primary shut-off valve (usually located at the front of the house or where the water service box enters the home).
4. Check with your local water utility company to confirm the service has not been shut down in your area.



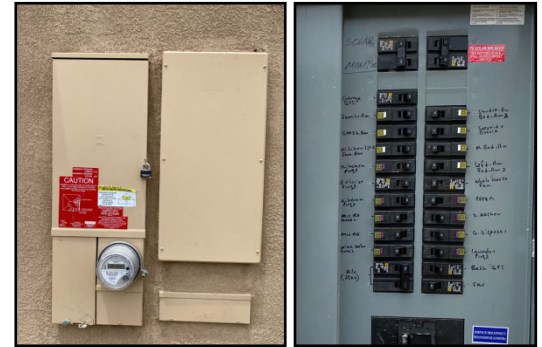
## 4. Power Has Dropped. How Do I Check the Circuit Breakers?

The main electrical control panel and meter are usually located on the outside of your home. There may also be a secondary panel either in the garage or in the home with individual breakers that control separate circuits. The breakers in this secondary panel are labeled to indicate the area they control.

In addition, there should also be a **separate 220 switch for the air conditioner**, usually located near the outside compressor unit.

If your home loses power:

1. Check the main breaker in the panel next to the meter.
2. If a circuit has been tripped, wait 2-3 min before switching the tripped breaker to “off” and then turning back to “on” position.
3. Check with the local utility company to see if power may be out in your area.



## 5. How Do I Reset My GFI?

GFI (Ground Fault Interrupter Circuits) receptacles are sensitive to power fluctuations. By building code, the installation of these receptacles is required within baths, kitchens, exteriors, and garages. Energy-intensive appliances, excessive moisture, and faulty appliances (e.g., hair dryers) are common causes of tripped GFI breakers. GFI circuits have a test and reset button on the breaker.

**To return service, press the reset button.** A green light in the receptacle indicates that there is electrical power.

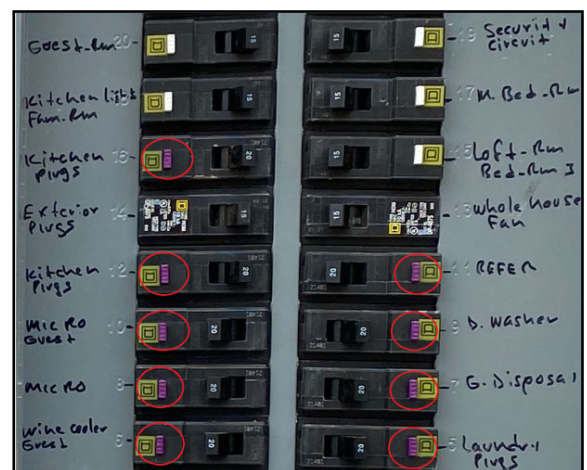


## 6. How Do I Reset My AFCI Devices?

Arc Fault Circuit Interrupters (AFCI) breaker locations can be found in the main electrical panel. Each bedroom's wall outlets are protected by an AFCI to help detect slow electrical leaks to prevent home fires (sparks) that might be created by older appliances such as vacuum cleaners.

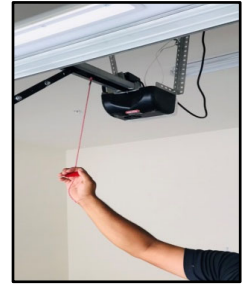
AFCI's are currently designed into conventional circuit breakers combining traditional overload and short-circuit protection.

In the event, the circuit trips, simply press the reset button on the designated breaker in the electrical panel.



## 7. How Do I Manually Open/Close My Garage Door?

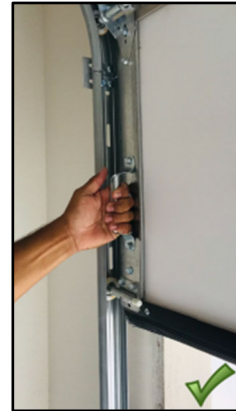
When the garage door is in the closed position, pull the cord below for manual emergency release. This should release door from the opener.



**DO NOT** place hands or fingers in between garage door panels when manually operating door!



Use the handle on the back of the door when manually operating door.



## 8. What Should I Do If Smoke Detectors are Chirping\Low Battery Voice?

If your smoke detector is battery operated, the batteries should be replaced yearly. You should conduct monthly testing and maintenance of the smoke detector and as provided in the manufacturer recommendations.



## 9. Where Do I Find Directions to Operate My Thermostat?

If the heating/air conditioning is not working, please use the checklist below to help identify the cause. Always be sure to also review the manufacturers' literature.

### If the thermostat screen is blank:

- Check the circuit breaker or fuse that's connected to your heating or cooling system and turn it on if it's switched off.
- Make sure the power switch at the heating or cooling system is on.
- Make sure the furnace door is closed securely.



### If the heating or cooling system isn't responding:

- Touch "Mode" on the thermostat home screen and set the system to "Heat". Make sure the temperature set point (the smaller of the two numbers) is higher than the indoor temperature (the large number in the center of the screen).
- Touch "Mode" on the thermostat home screen and set the system to "Cool". Make sure the temperature set point (the smaller of the two numbers) is lower than the indoor temperature (the large number in the center of the screen).
- Check the circuit breaker or fuse that's connected to your heating or cooling system and turn it on if it's switched off.
- Make sure the power switch at the heating or cooling system is on.
- Make sure the furnace door is closed securely.
- After making these changes, wait 5 minutes for the system to respond.

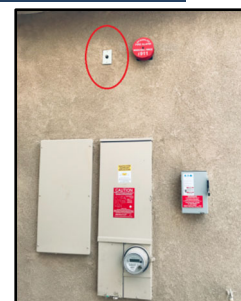
## 10. Where/What Is A Wall Mount Photocell Sensor? How Can It Be Replaced?

The photocell turns your coach lights and address light on at dusk and off at dawn.

If your coach lights and address lights are not working, your photocell might need to be replaced.

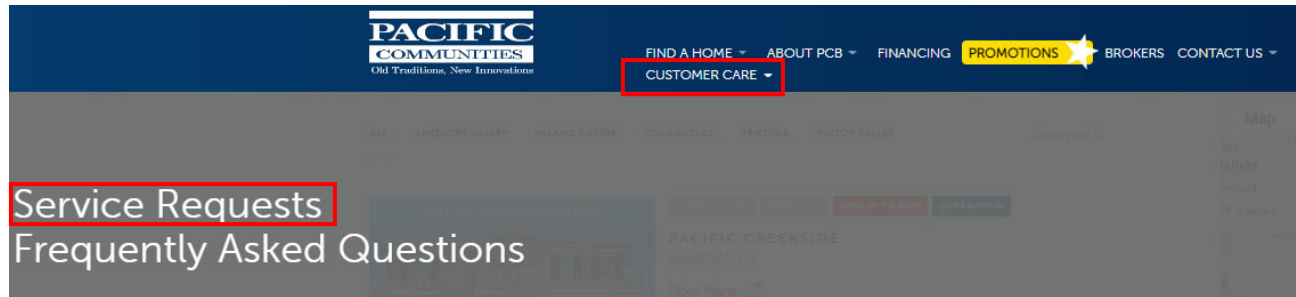
You will need to call a licensed electrician to replace it.

The photocell sensor is located on the utility side of the house where you will find your gas meter and electrical panel.



## 11. How Do I Submit a Service Request?

Visit [pacificcommunities.com](https://pacificcommunities.com) and click on [Customer Care](#) → [Service Requests](#)



Fill out Personal Info Section and click [Submit Service Request](#)

A screenshot of the Service Request form. The form is divided into two main sections: 'PERSONAL INFO' and 'IS ANYONE IN YOUR HOME CURRENTLY SICK OR QUARANTINED?'. The 'PERSONAL INFO' section includes fields for HOMEOWNER OR RENTER, YOUR COMMUNITY, FULL NAME, LOT, ADDRESS, CITY, OTHER PHONE, CELL PHONE, YOUR CLOSE OF ESCROW DATE, and YOUR EMAIL. The 'IS ANYONE IN YOUR HOME CURRENTLY SICK OR QUARANTINED?' section includes three dropdown menus for COVID-19 related questions. Below these sections is a large yellow button labeled 'SUBMIT SERVICE REQUEST'.

## 12. Where Do I Find My Home Warranty Information and Home Maintenance Guide & Tips?

You will find your warranty information on the USB flash drive that you received during your New Home Orientation. In addition, this USB flash drive contains helpful maintenance guides and tips.

**THANK YOU FOR CHOOSING A  
PACIFIC COMMUNITIES HOME!**

