

Troubleshooting Dead Outlets and What to do When GFCI Won't Reset

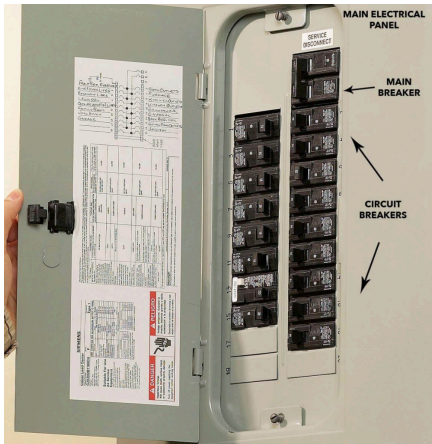
Usually when an outlet goes dead, the fix is simple and you can fix it yourself. Before calling a technician, try these quick ways to troubleshoot the problem yourself!

Troubleshooting the outlet

1. Check to see if other outlets are dead. You can use a lamp or voltage tester.
2. Unplug lamps and appliances from all dead outlets.

Check the circuit breakers

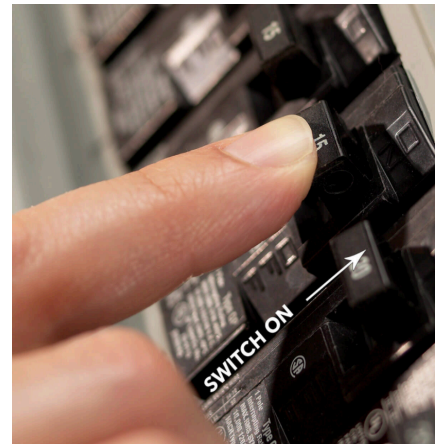
1. Check for a tripped circuit breaker or blown fuse. You'll find the circuit breakers or fuses in the main electrical panel, which is usually located in the basement, garage, or laundry room.
2. Before switching the breakers on and off, be sure to unplug your computer and other electronic devices.
3. Find the tripped breaker. Do this by looking for the breaker handles that are not lined up with the rest. Push the tripped breaker handles toward the off position, then the on position.



CIRCUIT BREAKER BOX



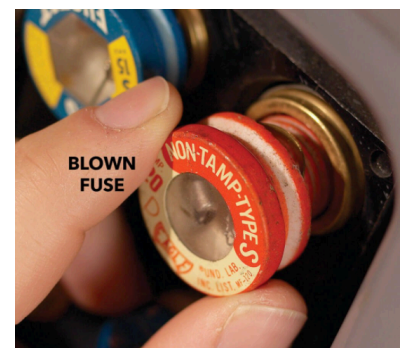
SWITCH OFF



SWITCH ON

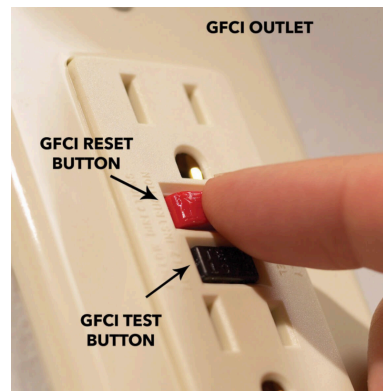
Blown fuse

1. Replace any burned-out fuses. Look inside the fuse for charred glass or any broken pieces. This is evidence of a blown fuse. Unscrew the fuse and replace it with one of the same type and amperage.



Check the GFCIs

1. GFCI outlets are those with the test and reset buttons. If a GFCI outlet does not have the test and reset button, it will have a sticker labeling it as GFCI protected.
2. Test and reset every GFCI you can find. They are typically in bathrooms, kitchens, basements, garages, or on the exterior of the home.

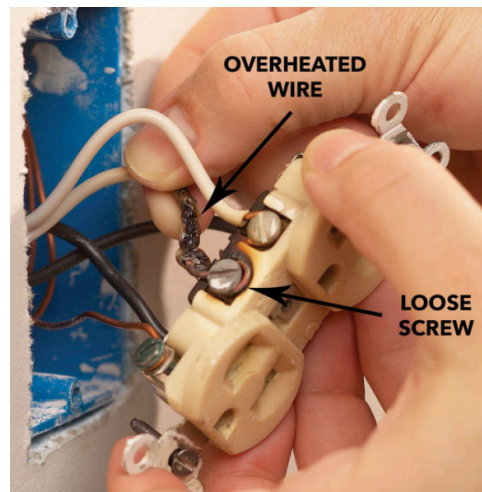


3. If the GFCI won't reset or the button doesn't pop out when you press the button, there may be no power to the GFCI or you may have a bad GFCI. If the button trips again every time you press it, they may be a dangerous current leak somewhere on the circuit.

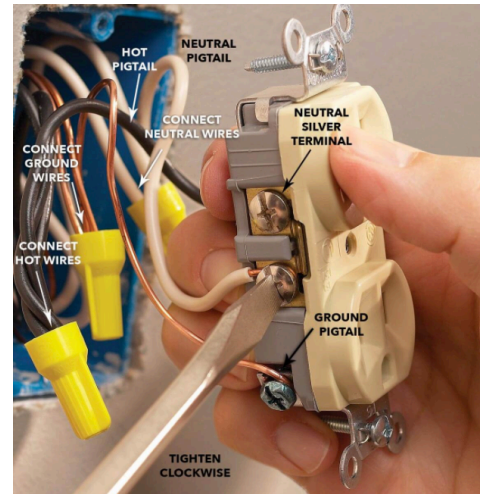
Look for a bad connection

Your next step is to remove the outlet from the box and look for loose connections.

1. Make sure all electronics are turned off or unplugged in the house. Turn off the main breaker.
2. Inspect the screw terminals for broken or loose wires. Carefully bend the wire at each screw terminal to see if it's loose. Look for broken, burned, or corroded wires or screws.

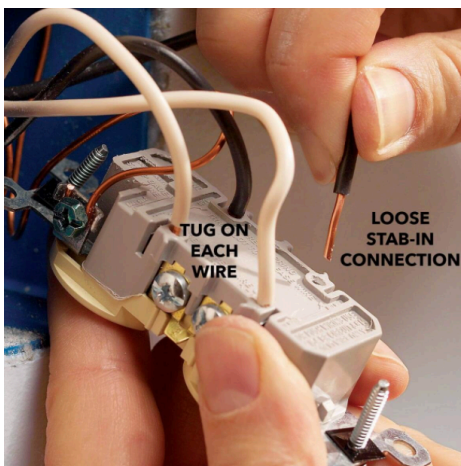


- If you discover a loose connection, replace the outlet with a new one. Install the new outlet by bending a loop in the ends of the hot, neutral, and ground wires. Connect the hot (black) wire to the brass screw, the neutral white wire to the silver screw, and the ground wire to the green ground screw. Loop the wires clockwise around the screws and tighten. If the outlet you're replacing looks like the one below, connect the pairs of like-colored wires along with a third 6-inch length of wire (a pigtail), under one wire connector. Then connect the loose end of each pigtail to the appropriate outlet screw.

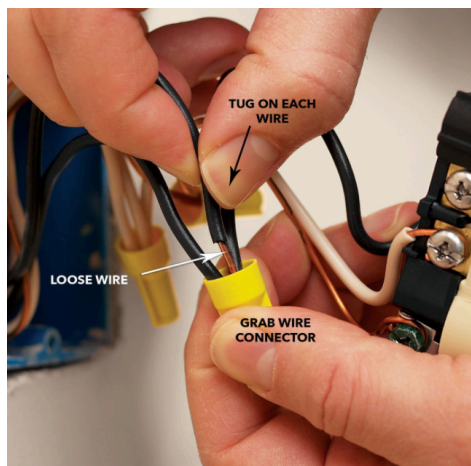


If you have aluminum wiring, do not mess with it! Copper wiring looks dull orange and aluminum wiring is dull gray.

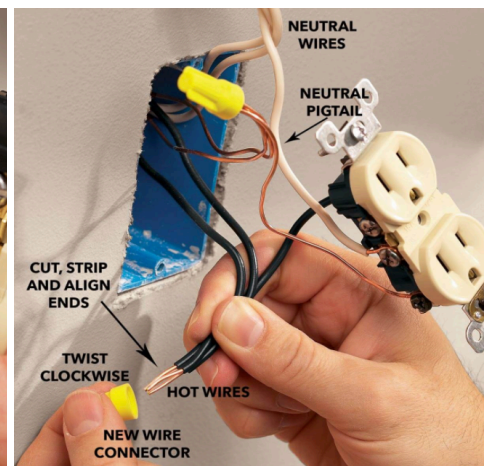
- If you have a loose stab-in connection (as shown below), do not reinsert the wire. Cut the end of the wire and connect it to the screw terminal on the side of the outlet.
- If the outlet is still not working, you need to check the wire connectors for loose wires. Grab the wire connector and tug on each wire in the bundle to see if any are loose. If any wire is loose, remove and cut it to expose $\frac{1}{2}$ inch to $\frac{3}{4}$ inch of fresh copper wire.
- To reinstall the connector, gather all the wires up making sure their ends are lined up. Twist on the new wire connector clockwise.
- Switch the main circuit breaker back on. Test all the previously dead outlets to see if the problem is solved.



LOOSE STAB-IN



TUG AT CONNECTORS



REINSTALL THE CONNECTOR

If none of these troubleshooting methods fix the dead outlet, submit a maintenance request through the tenant portal online or by calling your property manager at 503-635-4477.