

New Braunfels Renter AC Checklist

Lease-safe notes to document the issue clearly before contacting the landlord or property manager.

Document first

- Take a photo of the thermostat showing the indoor temperature and cooling setting.
- Write down when the issue started and whether the system is off, blowing warm air, leaking, iced over, or noisy.
- Take a short video if the outdoor unit is humming, rattling, or not spinning.

Lease-safe checks

- Confirm the thermostat is on COOL and the batteries are not dead if it uses batteries.
- Check whether the filter is accessible and visibly clogged. Replace only if your lease or property manager allows it.
- Do not open panels, add refrigerant, reset breakers repeatedly, or modify wiring.
- If water is leaking near the indoor unit, move belongings away and notify management quickly.

What to send the landlord

- Your unit address, best callback number, and whether pets or access restrictions affect scheduling.
- Thermostat photo, indoor temperature, issue start time, and any visible ice or water.
- Whether the AC is fully out during high heat or still partially cooling.

Call notes

Date/time: _____ Callback number: _____

Technician/company: _____ Earliest access: _____