

## FURNACE TROUBLESHOOTING GUIDE

Company name \_\_\_\_\_ Technician name \_\_\_\_\_ Date \_\_\_\_\_

Customer name \_\_\_\_\_

Flash code \_\_\_\_\_ Elevation of home \_\_\_\_\_ High altitude kit used \_\_\_\_\_ Natural or LP gas \_\_\_\_\_

Primary voltage: Hot to neutral \_\_\_\_\_ Hot to ground \_\_\_\_\_

Neutral to ground \_\_\_\_\_ Line neutral to 24 V common \_\_\_\_\_ Flame rectification \_\_\_\_\_

Secondary voltage \_\_\_\_\_ Is secondary physically grounded \_\_\_\_\_ Low fire pressure \_\_\_\_\_

Inlet gas pressure \_\_\_\_\_ High fire pressure \_\_\_\_\_

Return temp at grill \_\_\_\_\_ Return temp at unit \_\_\_\_\_

Supply temp at unit \_\_\_\_\_ Supply temp at registers \_\_\_\_\_

shortest run      middle run      furthest run

Blower speed tap for PSC & CTM
Cooling CFM setting on VS motor
Heating CFM setting on VS motor

Number of green CFM flashes at furnace \_\_\_\_\_

Combustion blower amps \_\_\_\_\_ System blower amps \_\_\_\_\_ Flue size \_\_\_\_\_

Length of flue \_\_\_\_\_ # of elbows \_\_\_\_\_ # of 45's \_\_\_\_\_

Combustion length \_\_\_\_\_ # of elbows \_\_\_\_\_ # of 45's \_\_\_\_\_



High fire vent pressure on 80% \_\_\_\_\_

High fire vent pressure differential between combustion box and secondary heat exchanger on 90+% \_\_\_\_\_



Return static with filter \_\_\_\_\_ Return static w/o filter \_\_\_\_\_ Filter type \_\_\_\_\_ Filter size \_\_\_\_\_

Furnace position: Upflow \_\_\_\_\_ Downflow \_\_\_\_\_

Supply static above coil (w/filter in place) \_\_\_\_\_ Supply static between furnace & coil if possible (w/filter) \_\_\_\_\_

Horizontal laying on left side \_\_\_\_\_ Horizontal laying on right side \_\_\_\_\_

Furnace Model # \_\_\_\_\_ Furnace Serial # \_\_\_\_\_

Coil Model # \_\_\_\_\_ Condenser Model # \_\_\_\_\_