

# HEATING FIELD ASSIST REQUEST FORM



Date: \_\_\_\_\_ Installation Date: \_\_\_\_\_

Dealer: \_\_\_\_\_ Distributor: \_\_\_\_\_

Tech: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Equipment

	Model #	Serial #
Furnace		
Thermostat		
Humidifier		
Indoor Coil		
Outdoor Unit		
Electronic Air		

### INSTALLATIONAL DATA

Furnace Location \_\_\_\_\_ Furnace Orientation: Upflow, Downflow, Horizontal Right, Horizontal Left

Type of Fuel \_\_\_\_\_ Filter Size \_\_\_\_\_ inches Thickness \_\_\_\_\_ inches  
(Natural Gas, LP, Oil)

#### Single Stage Furnace

Heat Off Delay \_\_\_\_\_ sec. Heating Speed Tap Selected \_\_\_\_\_ Cooling Speed Tap Selected \_\_\_\_\_

#### Two Stage Furnace

Low Fire Tap Selected \_\_\_\_\_ High Fire Tap Selected \_\_\_\_\_ Cooling Speed Tap Selected \_\_\_\_\_

Furnace Control Board DIP Switches: 1. ON /OFF    2. ON /OFF    3. ON /OFF

#### Variable Speed Furnace

Tap Select Interface Board Part # (TSIB) \_\_\_\_\_ Board Color GREEN /WHITE

TSIB DIP Switch Settings    1. ON/OFF    2. ON/OFF    3. ON/OFF    4. ON/OFF    5. ON/OFF

6. ON/OFF    7. ON/OFF    8. ON/OFF

HK42PG003 (White Board)    J1 jumper position : + NOM/ NOM / - NOM    J2 jumper: AC/HP EFFICIENCY /HP COMFORT

### OPERATIONAL CHECKS

**FLASH CODE** \_\_\_\_\_ (number)    **FLAME SENSOR CURRENT** \_\_\_\_\_  $\mu$ A D.C

#### Voltage Checks

Line Voltage \_\_\_\_\_ vac(s)    Control Voltage \_\_\_\_\_ vac(s)    Line Voltage \_\_\_\_\_ vac(o)    Control Voltage \_\_\_\_\_ vac(o)

Main Limit \_\_\_\_\_ vac(o)    Roll Out Switch \_\_\_\_\_ vac(o)    Pressure Switch \_\_\_\_\_ vac(o)

\* S = Static Condition O = Operating Condition

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BLOWER AMP DRAW Low Fire \_\_\_\_\_ amps High Fire \_\_\_\_\_ amps Low Cool \_\_\_\_\_ amps High Cool \_\_\_\_\_ amps

INDUCER AMP DRAW Low Fire \_\_\_\_\_ amps High Fire \_\_\_\_\_ amps

PRESSURE SWITCH Makes @ \_\_\_\_\_" w.c. Low Fire Breaks @ \_\_\_\_\_" w.c. Low Fire

Makes @ \_\_\_\_\_" w.c. High Fire Breaks @ \_\_\_\_\_" w.c. High Fire

DUCT SYSTEM STATIC PRESSURE (ESP)

Low Fire \_\_\_\_\_" w.c. High Fire \_\_\_\_\_" w.c. Low Cool \_\_\_\_\_" w.c. High Cool \_\_\_\_\_" w.c.

### Firing Rate

Firing rate = heat content (btu/cu. ft.) X 3600(sec/hr)/ seconds for 1 revolution(assume 1 cu. ft. dial)

Example - (950 btu/cu. ft.) X (3600 sec/hr.) / 48 sec. = 71,250 btu/hr.

Local Gas Heat Content \_\_\_\_\_ btu/hr. High Fire \_\_\_\_\_ btu/hr. Low Fire \_\_\_\_\_ btu/hr.

Supply Pressure\* \_\_\_\_\_"w.c. Orifice # \_\_\_\_\_ Altitude \_\_\_\_\_ ft.

Manifold Pressure: High Fire \_\_\_\_\_"w.c. Low Fire \_\_\_\_\_"w.c.

\*Supply pressure should be checked with all other gas appliances running

### Temperature Rise

Supply Air Temperature \_\_\_\_\_(°F) High Fire \_\_\_\_\_(°F) Low Fire

Return Air Temperature \_\_\_\_\_(°F) High Fire \_\_\_\_\_(°F) Low Fire

Temperature Rise\*\* \_\_\_\_\_(°F) High Fire \_\_\_\_\_(°F) Low Fire

\*\*Temperature rise is equal to the supply air temp minus the return air temp @ steady state operation.

The supply temperature should be measured away from the line of sight of the heat exchanger.

### VENT SYSTEM

#### PVC:

Total Length \_\_\_\_\_ft. Pipe Diameter \_\_\_\_\_in. # of Elbows \_\_\_\_\_ Long Radius Elbows? Y /N

Termination Location \_\_\_\_\_ Termination Type SIDEWALL CONCENTRIC 1 PIPE 2 PIPE

#### METAL:

Vent Height \_\_\_\_\_ft. Vent Diameter \_\_\_\_\_in. Vent Type CHIMNEY LINER / DOUBLE WALL

Vent Cap Above Peak Y N If No, Distance From Peak \_\_\_\_\_ft.

Connector Length \_\_\_\_\_ft. Connector Diameter \_\_\_\_\_in. Connector Height Above Furnace \_\_\_\_\_ft.

Connector Type SINGLE WALL /DOUBLE WALL Water Heater Input \_\_\_\_\_btu/hr

### COMBUSTION ANALYSIS

O<sub>2</sub> \_\_\_\_\_% CO<sub>2</sub> \_\_\_\_\_% CO \_\_\_\_\_PPM Stack Temp. \_\_\_\_\_(°F) Ambient Temp. \_\_\_\_\_(°F)

Excess Air \_\_\_\_\_%

### Air Stream Measurements

Supply Air Stream CO \_\_\_\_\_% Return Air Stream CO \_\_\_\_\_%