# 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 _____ *u*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? ☐ ☐

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 ☐ ☐ 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

O2 _____% CO2 _____% CO _____PPM Stack Temp. _____(°F) Ambient Temp. _____(°F)

Excess Air _____%

### Air Stream Measurements

Supply Air Stream CO_____% Return Air Stream CO_____%