

Furnace Troubleshooting Data Survey						Date:		
Fill Out This Form Before You Call Your Distributor For Assistance. Remember the more information you give us, the more we can help you								
Dealer:				Service Technician:				
Customer						Phone		
Address						State	Zip	
Unit Make			Model#		Serial#			
Symptoms:								
Date Installed		Date Failed		Gen Condition	Return Air Temp		Supply Air Temp	
Line Voltage				Control Voltage				
L1 to Com	L1 to Grd	Grd to Com	No Load	With Load	Control Fuse Size - Good?			
Gas Type	Gas Pressure		Inlet		Manifold Pressure		Check with other nearby gas appliances operating	
W or W2	W1							
Blower Speed								
G or Cooling / Amps		Heating - Hi Fire / Amps		Heating - Lo Fire / Amps		Condition of blower wheel		
Control Board						Flame Signal		
Make/ Model #			Fault Codes			micro amp-µa		
If ECM, List Pin Settings		Cool:		Adj:		Heat: Delay		
Igniter		Temperature Rise			Main Limit		Temp Rating / Gasket OK?	
Ohms - Cold	Actual	Rating Plate Hi - Lo						
Static Pressure						Total Static		
Across Filter		Through Furnace		Across Coil				
90% Furnaces	Venting							
	Pipe Type	Size	Total Length	# 90 Turns	Equivalent Length	Termination Location/Type		
	Is any other appliances common vented?			Combustion air common piped?			Intake/Vent Together?	
	Combustion Air							
Pipe Type	Size	Total Length	# 90 Turns	Equivalent Length	Intake Location/Type			
Condensation		Recoup Coil Draining?	Trap Cleared	Horizontal Pipe Slopped, T-drain	Check for kinks	Material used	Drain or Pump	
80% Furnaces	Venting							
	Pipe Type	Size	Total Length	# 90 Turns	Equivalent Length	Termination Location/Type		
	Is any other appliances common vented?			Total Input BTU Of Furnace And All Appliances:				BTU
Combustion Air								
Closet / Enclosed Space Installation: # sq inches of free space, Chemical storage nearby-								

Thermostat Type; Heat anticipator setting or Cycles per hour settings; # Stages-heat/ cool; Other information: Use back if needed