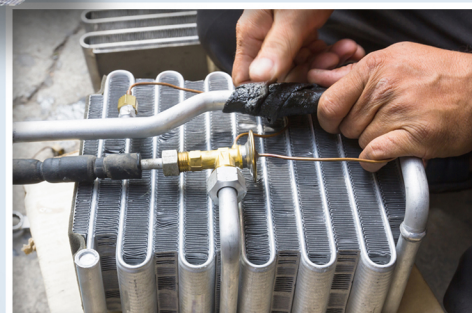


A Heat Pump That Won't Cool: Heat Pump Troubleshooting Series

Resource Guide



SHOPWARE

Heat Pump Troubleshooting Series:
A Heat Pump That Won't Cool

To effectively troubleshoot, diagnose, and accomplish a repair, consider the following six questions:

1. What is the specific type of equipment?

2. What is the customer's description of the problem?

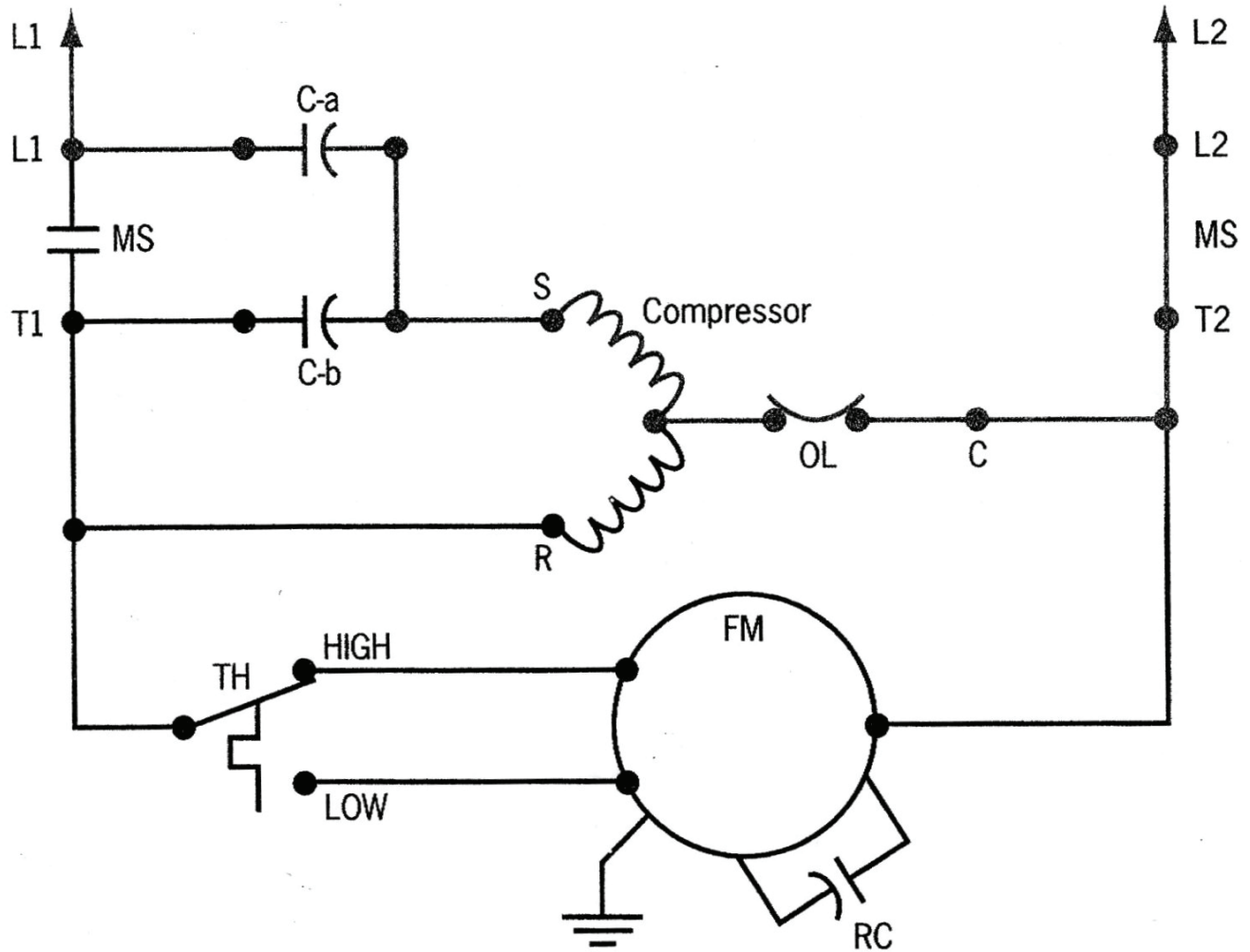
3. What is the history regarding previous repairs?

4. What are the symptoms you observe when you evaluate the situation?

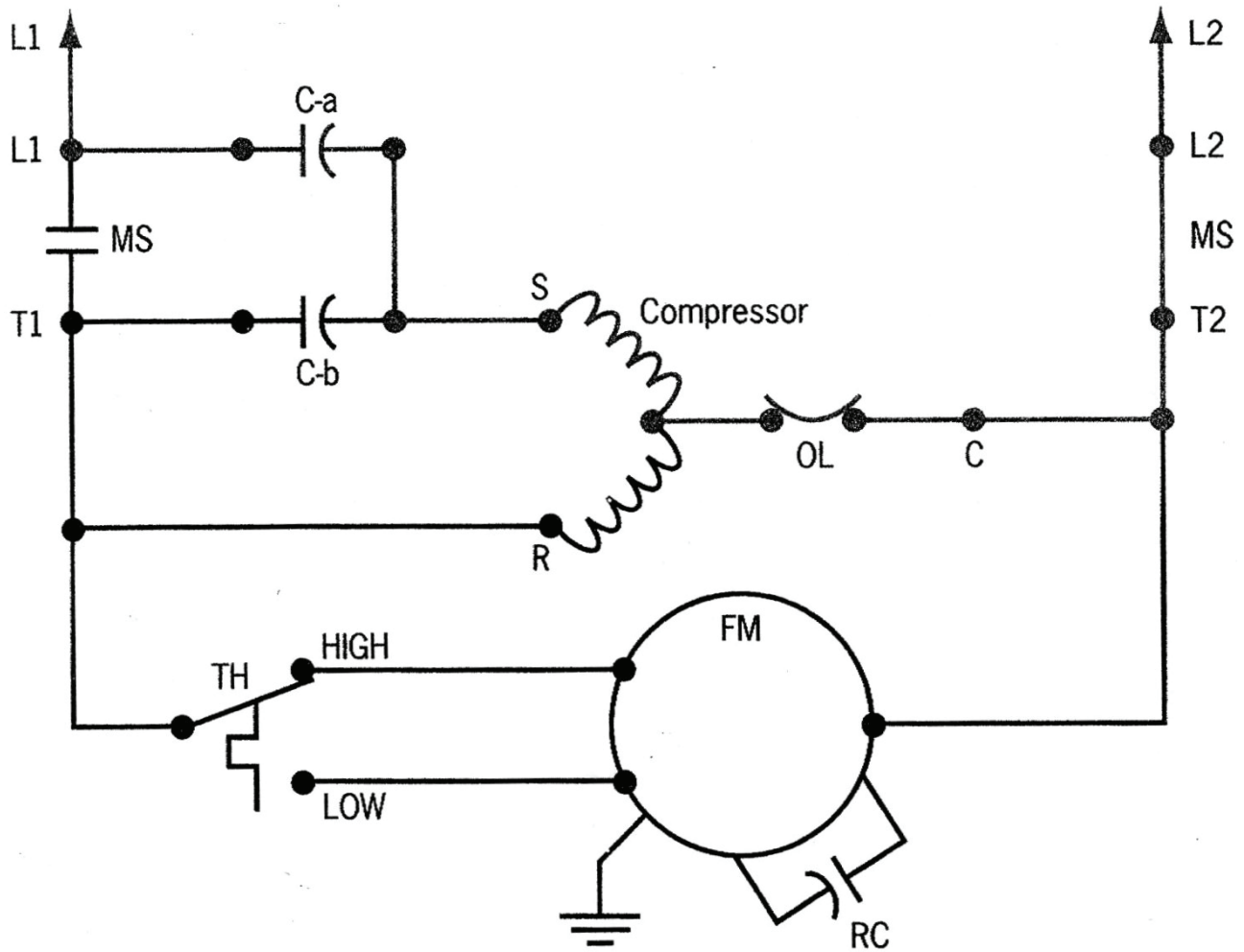
5. What is the sequence of operation when the equipment is working properly?

6. What specific information is available from the manufacturer?

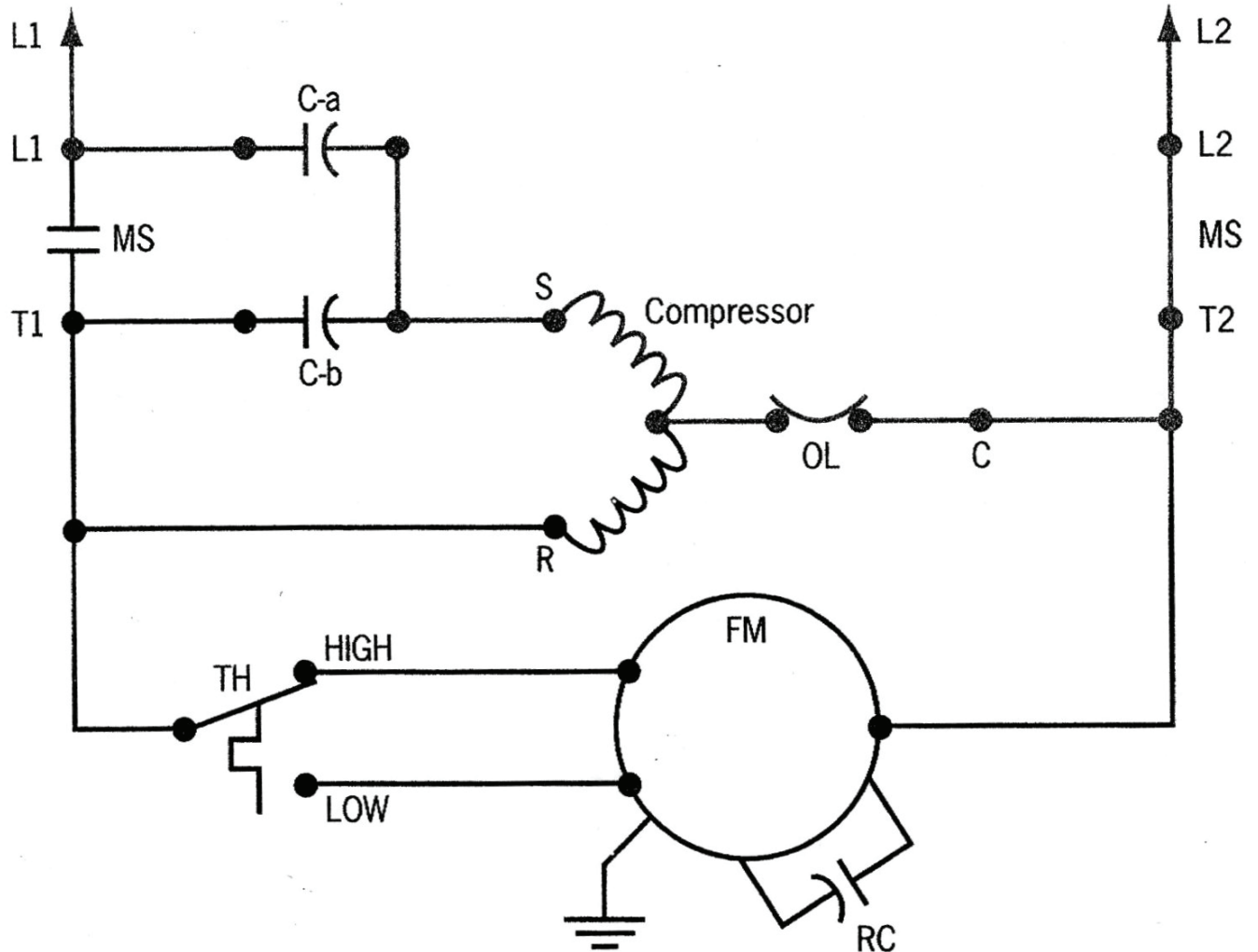
To begin the troubleshooting process, review all information that is available from the manufacturer and isolate:



The next step is to understand the proper operation of the equipment. In this case, the diagram shows what is happening in the off cycle of this particular piece of equipment.



Determining what is supposed to be happening electrically when the compressor and outdoor fan motor are operating properly.



In this troubleshooting situation, we find that when we inspect the equipment, the previous technician modified the compressor wiring.

