

METROPOLITAN NY CHAPTER Refrigeration Service Engineers Society

Continuing Education for the HVAC/R Industry

“Better Service Through Knowledge”

March 2020

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HOW TO TROUBLESHOOT THOSE DIFFICULT SYSTEMS

With so many types and designs of refrigeration equipment on the market today, it is easy to come across a problem with which you are unfamiliar with or unsure how to resolve. This can be very stressful for the technician and a problem for the company he represents. The customer is looking for answers and the technician does not have one.

What can a service technician do to solve this problem? It has been my experience to call for help when in doubt. Sometimes service technicians get caught up in needing to be a know-it-all. We all know this is truly impossible. One person cannot be an expert in *every* type and design of refrigeration equipment in the industry. Even the most experienced technicians have questions they need answered. It is always better to ask a simple question than to spend hours working on a problem and not resolve it. Or, even worse, to change out parts randomly until you change the right one. This can be very expensive to the customer and certainly would not present a professional image for your company.

Who can a service technician call for help? Usually the best source for technical information is the manufacturer of the equipment. Most manufacturers have an in-house technical support staff to assist technicians in the field. It is wise for a service technician to take advantage of this support. Most larger manufacturers have toll-free numbers available. But even if the manufacturer does not have an 800 number, the cost of a long distance call is well worth the money. Resolving the problem in a timely manner, and more importantly in an accurately correct manner, outweighs the cost of a simple long distance call.

It is a very good idea for a service technician to keep a list of manufacturers' telephone numbers on his service truck. There are several excellent sources for manufacturers' numbers; one in par-

ticular, *The NEWS Annual Directory*, which lists the major manufacturers and area wholesalers in the industry. If this directory is not available, with some effort you can develop your own list.

If unable to contact the equipment manufacturer, there are several other sources a technician can call on for help. Local parts and equipment wholesalers usually have technical support personnel on staff. Although they may not be as experienced on a particular piece of equipment as the manufacturer, they usually have a solid general knowledge and can answer most, if not all, of your questions.

Another good source for technical advice is your supervisor or coworkers. They may have come across the same type of equipment or have had a similar problem and can easily answer a question.

When calling for help it best to have as much information as possible readily available. Have available the model and serial number of the equipment, the running suction and discharge pressures, the amount of superheat at the outlet of the evaporator and inlet to the compressor, the amount of subcooling at the outlet of the condenser, the ambient temperature, the box temperature, and any applicable amperage and voltage readings. This will aid both you and the technical advisor in troubleshooting the problem.

With all the possible sources available for technical help, do not go on with unanswered questions. Call for help when in doubt. It will save you and your company both time and money as well as enhance the professionalism of your service.

~Joe Marchese, CMS, Greater Pittsburgh Chapter, PA
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**In the unlikely event of scheduled meeting cancellations,
announcement will be posted on our web site**

Wednesday March 11th, 2020

At 7:30 pm

at

RICCARDO'S
21-01 24th Avenue, Astoria NY 11102

Evacuation & Recovery - Best Practices

By:

Steve Mironenko, Jr —Appion

PRESIDENT'S MESSAGE

How does the Coronavirus affect the HVAC technician? A survey of suppliers at the ASHRAE show regarding their expectations of supply disruptions from China based supplies showed a lot of uncertainty. In many cases the components coming out of China can impact products in many different ways. For example, a simple resistor needed to make a circuit board in a furnace may also be needed in a circuit board for a humidifier. Obviously, this affects you in the availability of the circuit board for repairs or the availability of the unit for replacement. What can you, the HVAC Technician, do? Not a whole lot. Many times when something is backordered, we assume it will be filled as soon as possible. I would suggest you work with your supplier to get the most accurate information on availability. STAY ON TOP OF IT!!!