

METROPOLITAN NY CHAPTER
Refrigeration Service Engineers Society

Continuing Education for the HVAC/R Industry

“Better Service Through Knowledge”

January 2025



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EDUCATIONAL MEETING

WEDNESDAY, February 12th, 2025

Dinner at 6:00pm

At *TAVERNA KOS* 41-19 23rd Ave., Astoria

1: Combustion Analyzers:

- What to test
- How to test
- Use & Care of your analyzer

2: Newest Technology in INVERTER ductless heat pumps

Presented by: Vinnie Ventura, Venco Sales

FIRST STEPS OF A SERVICE CALL

Troubleshooting heating, air conditioning and refrigeration systems is all about gathering information and using that information to determine the cause of a problem. Technicians are always measuring voltages, amperages, pressures, and various temperatures to help determine the cause of a problem. Besides these important measurements, there are other pieces of information a technician should also gather while troubleshooting a system. He/she should speak with the customer and obtain some system history. This information can be extremely useful during the troubleshooting process. Knowing what work was done on the system previously, or how the system had been operating up to the problem/failure, can help lead a technician in determining the current system malfunction.

Upon arrival at a service call, a technician should spend some time with the customer and ask pertinent questions about the system. The answers to these questions can be very useful as a technician begins the troubleshooting process. Some questions a technician can ask a customer include: When was the system last repaired and what service was performed? Was the unit making any strange sounds before it broke down, or was it cooling effectively just before it failed?

For example: suppose a technician discovers that last week another technician added refrigerant to a system and did not repair any known leaks. It is a very good possibility the current problem is a low refrigerant charge and now the technician will need to locate and repair the system leak before adding refrigerant into the system.

Another example: suppose a technician is working on a residential split system air conditioner and discovers the indoor fan was

making a strange sound but the system seemed to be working okay. Now the sound is gone; however, the system is not working. This might lead a technician to first look at the indoor blower as being the cause of the problem. Perhaps the bearings of the motor were failing, thus producing the strange sounds and now the motor has totally locked up.

This is an example where asking some questions up front may prevent a “call back” or a return service call: Suppose a technician is working on a residential split system air conditioner and discovers that there has always been one room that was never really cold enough, even when the system was operating normally. But now the entire system is not operating. The technician then looks at the system and discovers the compressor is defective. He then quotes the customer a price to replace the compressor. But he also informs the customer that replacing the compressor will solve the problem of the entire system not operating, but it probably will not solve the problem with that one room which was always warmer than the rest. This could help prevent a misunderstanding between the customer and the technician. The customer may assume that since they are spending all this money on replacing the compressor that all the system problems will be resolved and expect that one room to be as cool as the others.

There are many other situations where asking a few pertinent questions up front can lead to discovering a system problem in a more efficient manner, and prevent a misunderstanding between a customer and a technician, later. Spending a little extra time with a customer is definitely a valuable service tool. <<

RSES = LEARN

PRESIDENT'S MESSAGE

For a few hours on January 9th, you could not legally buy or use virgin R404A, R507A and several other high GWP100 refrigerants in NY State. Fortunately, due to the efforts of several HVAC organizations, the New York State DEC decided to pause the enforcement of the law prohibiting the sale, purchase or use of these high GWP100 virgin refrigerants, pending an update on effective dates. As of this writing (January 23rd), the enforcement remains on hold. However, I doubt that the law itself will be repealed, and it would be wise for members to keep themselves informed. A similar law is currently in effect in California. If you use the prohibited refrigerants, start to prepare. Familiarize yourself with the approved replacements. Hopefully, when the NYS DEC clarifies the effective date, more details of the law will be explained.

If there is a further update, I will let you know at our February meeting.

Drew Garda, President

Metropolitan NY Chapter, RSES

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