

## ***Technician Troubleshooting Checklist***

### **Common Questions**

1. What are the correct model/s and serial number/s?
2. Do you have a case file number?
3. What is the nature of the problem you are having?
4. Do you have an Inverter model?
5. Are you getting any error codes?
6. What error codes are you getting? (please refer to our troubleshooting guides)
7. Please have a quality mega meter (5megs minimum) as well as a diode reader ( )
8. Please verify all wiring is correctly installed per Fujitsu installation manual.
9. Please verify copper line sets are installed and wrapped according to Fujitsu install manual.
10. Please verify drain line is pitched downward (gravity)
11. Please verify if there is a condensate pump installed?
12. Please verify proper distances for indoor unit and outdoor unit (Installation manual)
13. Are you using a wireless remote or wired-in remote? Model of remote being used?
14. Are all coils (evaporator & condenser) and filters (primary & plasma) clean?
15. Have you been to our portal website?

### **Electrical Questions**

1. What is the voltage of the unit you are working on? Is it 115V? Or 208/230V?
2. Is there a dedicated line from main electrical panel to outdoor disconnect?
3. Are you using 14/3 AWG wire? (Refer to Fujitsu Installation manual)
4. Are you wired from outdoor unit to indoor unit, Fujitsu recommends color coding or numerical sequence.
5. Are there any wire nuts, junction boxes, condensate pumps being used? (Main causes for serial signal error codes)  
Please refer to troubleshooting guide for remaining codes.
6. Have you checked for any crossed wires (between indoor and outdoor)
7. Is there an emergency/safety switch wired in line with the indoor unit (3 pole single throw switch)
8. NEC codes requires switch in eye sight of indoor unit as well as local codes)
9. Please check Diode Bridge
10. Please check Active filter module
11. Please check IPM- Inverter power module (Questions 8,9,10 refer to Engineering Bulletins)

### **Refrigerant Questions**

1. What are the room dimensions?
2. Was the system leak checked?
3. Was there nitrogen used when leak checked?
4. How much nitrogen was used to leak check?
5. How much of a vacuum was pulled?
6. Did you use our load calculator?
7. Was a load calculation done for each room?
8. What is the total load calculation you came up for each room?