

Request for Ductless Support

Distributor	Contact Name	Direct Number	Job Name

System #: _____ Model of ODU: _____ Model of IDU 1: _____
 Model of IDU2: _____ Model of IDU 3: _____ Model of IDU 4: _____

Check	Questions	Distributor Notes
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General

Yes No Are there any error codes available? Have you looked them up in the service manual?

--- IDU error code: ODU error code:

Yes No Are the IDU and ODU model numbers compatible?

What type of thermostat is being utilized?

--- Wireless: 1:1 Wired: 7 Day programmable:

Wiring:

Yes No Was the correct wire size used between the IDU and ODU? AWG: _____

Yes No Are there any breaks, splices, wire nuts or butt connectors from the ODU to IDU?

Yes No Is there a disconnect at the IDU?

Yes No Is the polarity correct L1 to L1, L2 to L2, and S to S? (1,2,3,4 on 115v series)

What is your signal voltage between L2 and S?

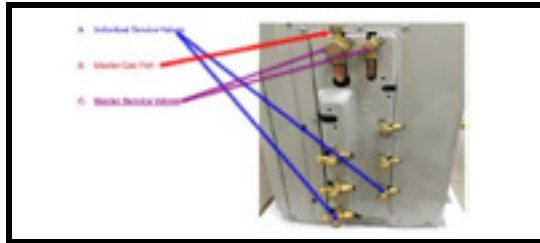
Yes No Are they breaking the signal wire with a float switch?

Piping:

Yes No Has the liquid pipe length been measured and the additional charge calculated? Length: _____ Charge: _____

Yes No Does the line set match the diameter of the evaporator connections?

Yes No Are all the valves open, including the master valves on mid-tier multi-splits?



Note: Cover must be removed to access master valves

Best Practices

- Torque flare fittings with an open ended torque wrench and backer wrench, refer to installation manual for specifications.
- Use the flare nuts that are supplied with the unit because the flare nuts are tapered. Flare face is a standard 410A 45° flare.
- Factory refrigerant charge for mini-splits is 25' and 25' per circuit on multi-splits in most cases. Please refer to installation manual.
- Refrigerant lines must be insulated separately, completely, thoroughly including flare fittings.
- If wire breaks are present, solder with electrical solder & flux then heat shrink the connection.
- It is best to have the com wire ran separate, not in the same conduit as the high voltage (L1 L2)
- With Multi-splits always use A, B, C, D, E in order. The system may not run when A is not connected or A service valves are not open.
- With Multi-splits always put the largest BTU evaporator on port A. If all indoor units are equal, put the largest line length on port A.

*Note Always refer to the Installation manual for your specific unit.

Functions Notes:

Follow Me & I Feel mode button: This function bypasses the RA sensor & senses room temp at the wireless remote. If the PCB doesn't receive signal for 7 minutes or pressing "Follow me" button again, the unit will quit follow me function.

Light Button: This button turns on/off the LCD display on the evaporator.

GRs Remote Sync: Power on the unit. Next hold the health/humidity button down, or the blank button depending on wireless remote, until the evaporator beeps 3 times. The remote is now linked to the indoor unit (1 time procedure during startup).