



ADVENT AC



### Troubleshooting Questionnaire

For Warranty assistance please complete this form and return via e-mail to [inquiry@asaelectronics.com](mailto:inquiry@asaelectronics.com) or via fax (574)-266-1533 Attn: Tech Service.  
*(If the AC is installed on anything other than a traditional RV, please send pictures of the application)*

General Information: RV Make: \_\_\_\_\_ Model: \_\_\_\_\_

RV Vin #: \_\_\_\_\_ Model Year: \_\_\_\_\_

AC Model #: \_\_\_\_\_ AC Serial #: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

OEM Install: YES \_\_\_ NO \_\_\_

Diagnosed on a test fixture (ACTF): YES \_\_\_ NO \_\_\_ Date of Failure: \_\_\_\_\_

Advent Ceiling Assembly: YES \_\_\_ NO \_\_\_ Advent Thermostat: YES \_\_\_ NO \_\_\_

Ticket# \_\_\_\_\_

#### Unit Freezing Up:

- Voltage to the compressor: \_\_\_\_\_
- Current draw on blue compressor lead: \_\_\_\_\_ Ambient temperature: \_\_\_\_\_
  - At 95° with a supplied voltage of 115 VAC, the amp draw of the AC135 is 12.4 A. The AC150 amp draw would be 13.5 A. Subtract .10 amps for every degree below 95°, add .10amps for every degree above 95°.
- If no "DF" code on T -stat, what is the ohm reading on the freeze controls sensor: \_\_\_\_\_
  - 11.7 k @ 69° to 6.9 k @ 95°
- Air temperature below the Air Filter and in front of the Evaporator coil: \_\_\_\_\_
- If difference in temperature reading, check for recirculation around divider
- Is the air filter and condenser clean: YES \_\_\_ NO \_\_\_
- Does condensation appear on the outside of the RV side walls (hot day w/AC running): YES \_\_\_ NO \_\_\_

#### Unit Not Cooling:

- Oil residue in base pan: YES \_\_\_ NO \_\_\_
- Voltage to the compressor: \_\_\_\_\_
- Current draw on blue compressor lead? \_\_\_\_\_ Ambient temperature: \_\_\_\_\_
  - At 95° with a supplied voltage of 115 VAC, the amp draw of the AC135 is 12.4 A. The AC150 amp draw would be 13.5 A. Subtract .10 amps for every degree below 95°, add .10amps for every degree above 95°.
- Supply temperature: \_\_\_\_\_
- Return temperature: \_\_\_\_\_

#### Unit Is Vibrating:

- Any damage to the blower wheel: YES \_\_\_ NO \_\_\_
- Any damage to the fan blade: YES \_\_\_ NO \_\_\_
  - No damage: Remove fan blade, turn unit on, does vibration still exist: YES \_\_\_ NO \_\_\_
- Are there copper lines making contact with the shroud or base pan: YES \_\_\_ NO \_\_\_
- Are the fan motor mounts secure: YES \_\_\_ NO \_\_\_
- Are the compressor mounts secure: YES \_\_\_ NO \_\_\_

#### Unit Is Shutting Off:

Remove the thermostat from the wall and check for cold air blowing out of the hole. If present, seal off the hole to keep the cold air off of the thermostat.

#### Warranty Information:

Posted Hourly Labor Rate: \_\_\_\_\_ Claim Reference #: \_\_\_\_\_

Dealer Name: \_\_\_\_\_ Parts/Service Tech Name: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax#: \_\_\_\_\_ Email: \_\_\_\_\_