

# RLC AFTERMARKET SITE EVALUATION FORM



## CUSTOMER AND SITE INFORMATION

Wholesaler / Distributor Name:		Date:
Site Address:	Address Line 2:	
City:	State:	Zip Code:
Installing or Service Contractor Name:		
City:	State:	Zip Code:
Date of Original Installation:	Repair Dates (If Any):	
Date of Last System Maintenance:		

## MODEL INFORMATION

Outdoor Unit Model Number:		Outdoor Serial Number:
<b>For Multi F and Multi F Max Please Provide the following (Up to 8 Indoor Units and 2 Branch Distribution Boxes):</b>		
<b>Indoor Unit 1:</b>	Indoor Unit Model Number:	Indoor Unit Serial Number:
<b>Indoor Unit 2:</b>	Indoor Unit Model Number:	Indoor Unit Serial Number:
<b>Indoor Unit 3:</b>	Indoor Unit Model Number:	Indoor Unit Serial Number:
<b>Indoor Unit 4:</b>	Indoor Unit Model Number:	Indoor Unit Serial Number:
<b>Indoor Unit 5:</b>	Indoor Unit Model Number:	Indoor Unit Serial Number:
<b>Indoor Unit 6:</b>	Indoor Unit Model Number:	Indoor Unit Serial Number:
<b>Indoor Unit 7:</b>	Indoor Unit Model Number:	Indoor Unit Serial Number:
<b>Indoor Unit 8:</b>	Indoor Unit Model Number:	Indoor Unit Serial Number:
<b>Branch Distribution Box 1:</b>	Model Number:	Serial Number:
<b>Branch Distribution Box 2:</b>	Model Number:	Serial Number:

## Initial System Installation Questions:

1) Is this a New installation:	<input type="checkbox"/> YES	<input type="checkbox"/> NO	11) Interconnecting wire shielded:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
2) Is there a Condensate Pump installed:	<input type="checkbox"/> YES	<input type="checkbox"/> NO	12) Interconnecting wiring Grounded:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
3) Is there a PI-485 Installed:	<input type="checkbox"/> YES	<input type="checkbox"/> NO	13) Confirm no wire splices:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
4) Are any IDU's Group Controlled:	<input type="checkbox"/> YES	<input type="checkbox"/> NO	14) Confirm no Vertical Loops in piping:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
5) Is there any Remote Temp Sensors Installed:	<input type="checkbox"/> YES	<input type="checkbox"/> NO	15) Confirm All Wall penetrations are sealed:	<input type="checkbox"/> YES	<input type="checkbox"/> NO
6) Is there a Dry Contactor Installed:	<input type="checkbox"/> YES	<input type="checkbox"/> NO			
7) Does this unit have a Surge Protector Installed:	<input type="checkbox"/> YES	<input type="checkbox"/> NO			
8) Are there any wall stats in system:	<input type="checkbox"/> YES	<input type="checkbox"/> NO			
9) Are there any 3rd party wall stats in system:	<input type="checkbox"/> YES	<input type="checkbox"/> NO			
10) Have any trouble shooting steps been taken:	<input type="checkbox"/> YES	<input type="checkbox"/> NO			

\* If yes to any please provide any additional information below.

ERROR CODE: Additional Information:
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## Electrical Information

Power On Checks		Power On Checks		Power On Checks		Power On Checks	
Disconnect Power Voltage A/C		ODU Power Voltage A/C		Branch Box 1 Power AC/DC		Branch Box 2 Power AC/DC	
L1-L2=		L1-L2=		L1-L2=(AC)		L1-L2=(AC)	
L1-Ground=		L1-Ground=		L1-S=(AC)		L1-S=(AC)	
L2-Ground=		L2-Ground=		L2-S=(DCV)		L2-S=(DCV)	
ODU / Branch box check to IDU		IDU (A)	IDU (B)	IDU ©	IDU (D)	IDU (A)	IDU (B)
L1-L2=(AC)							
L1-L3=(AC)							
L2-L3=(DCV)							

\*DCv will fluxuate provide high and low values.

\*Remove com wires off of ODU. These wires will be hot on power up, wire cap to make sure they do not short out. Once you have checked the ODU you will need to hook up all of the com wires back up. If you are checking a Multi F Max please check ODU for Com A and B then hook up the com wires back and check Branch Box 1 and 2.

\*DCv will fluxuate provide high and low values.

ODU \ Zone	Com Check	Branch Box 1 Com check	Branch Box 2 Com check
(A) L2-3A terminal block=		(A) L2-3S terminal block=	(A) L2-3S terminal block=
(B) L2-3B terminal block=		(B) L2-3S terminal block=	(B) L2-3S terminal block=
C L2-3C terminal block=		C L2-3S terminal block=	C L2-3S terminal block=
(D) L2-3D terminal block=		(D) L2-3S terminal block=	(D) L2-3S terminal block=

## Thermistor Checks

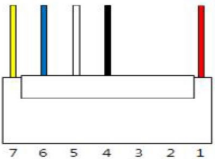
Note: Temperature to be measured after 15 minutes of system operation, with fan speed High

IDU	IDU 1	IDU 2	IDU 3	IDU 4	IDU 5	IDU 6	IDU 7	IDU 8
EEV Position								
Air								
Pipe IN								
Pipe Mid								
Pipe Out								
Out Door Unit	Air	Pipe	Suc	DIS	Hex Out	Hex Mid		

All checks in this section should be provided by LGMV or SIMS diagnostic tool. If using LGMV please record as much data as possible and send in with this form.

## Power OFF Checks

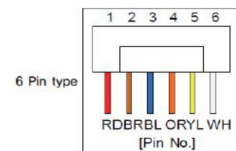
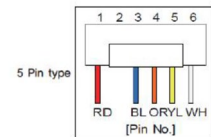
ODU Ground Check	Multi F / Multi F Max Branch Box (1)		Multi F Max Branch Box (2)	
L1-Ground=	3A-G=	3C-G=	3A-G=	3C-G=
L2-Ground=	3B-G=	3D-G=	3B-G=	3D-G=
Motor Checks (BLDC) ODU		Multi F Max Additional Motor ODU		
1-4=	4-6=	1-4=	4-6=	
4-5=	4-7=	4-5=	4-7=	



Make sure that your Black lead is on the #4 pin. If your Black lead isn't on #4 pin testing values could be wrong.

## EEV 5&6 Wire

5 Wire	EEV1	EEV2	EEV3	EEV4	EEV5	EEV6	EEV7	EEV8
1-3=								
1-4=								
1-5=								
1-6=								
6 Wire	EEV1	EEV2	EEV3	EEV4	EEV5	EEV6	EEV7	EEV8
1-3=								
1-5=								
2-4=								
2-6=								



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## INSTALLATION PHOTOS

**Installation photos are required, please attach digital photos of the following (additional photos may be required) :**

Outdoor unit placement	Outdoor unit model and serial number tags	Outdoor unit wiring and piping connections
Indoor unit placement	Indoor unit model and serial number tags	

## Technical Service Support History

Case Number(s) Provided by LG Technical Service (contractor must request):	Date of Call:

**\*Resources\***

- This information form is for the sole purpose of collecting data prior to calling Technical Support in order to facilitate a shorter call.
- Additional Resources can be found: LGHVAC.com, LGMV Mobil app, Youtube.com, MyLGHVAC.com/ training videos.
- If LGMV Data is required please contact your local TSA, Distributor and/or Rep.
- If you are looking for trouble shooting material please go to LGHVAC.com
- If training is required please install LGMV Mobil app on your phone and look up the manual accordingly. For further training please contact your Distributor and/or Rep for additional training.
- For informational videos showing how to test the product and assist you with filling out some of this form please go to youtube.com search "RAC Troubleshooting"

