FIELD SERVICE BULLETIN
Trane HVAC Electrical Phasing Issues

ISSUE
Incorrect electrical phasing issues represent the primary cause of customer inability to start HVAC units, once they have connected to their power source. This results in customer frustration and many phone calls to and from the customer to get the issue corrected.

DESCRIPTION OF ISSUE
It is usually the customer's responsibility to get power to the HVAC unit following placement by our field crews. Typically, our field crews are no longer on site, and unable to provide any guidance to the customer on HVAC issues during the "Power-Up" part of the installation.

CORRECTIVE ACTION
The information below has been provided to educate customers, technicians and Mahaffey's Field Installation crews on how to utilize Trane's built in Electronic Phasing Monitoring system. This system helps to ensure proper electrical phasing has been achieved and works. This system works the same on all of the Trane HVAC units. The only difference is where they are located on the unit. The system is a simple two-light indicator system:

- RED = Phasing Issue
- GREEN = OK

First, determine which type of Trane unit you are using. There are two types of HVAC units
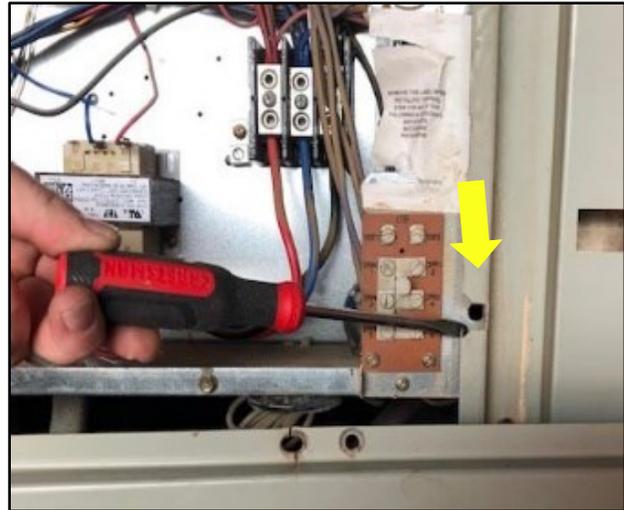
- Pre-2018
- Post 2018

Knowing the type of unit will help you find the phasing indicator lights. Orient yourself between the unit and the structure. On the right-hand side (fan side) of the unit there will be a door, remove the screws and the door. You will be able to see the compressors below on both types.

Pre-2018 Trane Units

Once you remove the outer door (right of unit) you will see the following view.
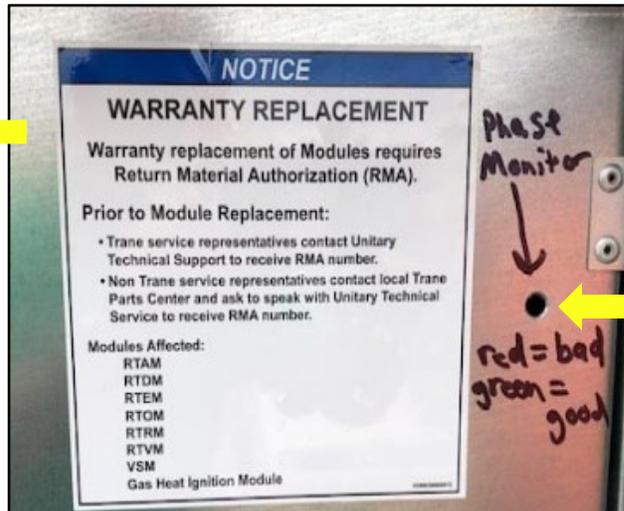Remove the upper cover to expose Phase Monitor and Site Glass

In the bottom right is Phase Monitor and 'peep hole' to view phasing status
RED = Phasing Issue
GREEN = OK

Post-2018 Trane Units

Remove outer door (right of unit) to expose Phase Monitor and Site Glass

Check Phase Monitor through 'peep hole' to view phasing status
RED = Phasing Issue
GREEN = OK