



FIELD SERVICE BULLETIN

SUBJECT: 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=Correct Phasing).

First, determine the type of Trane unit you are working with: There are (2) types of HVAC units: Pre and Post 2018 Knowing this will tell you where to find the phasing indicator lights.

- Orientate yourself where the unit is between you 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.



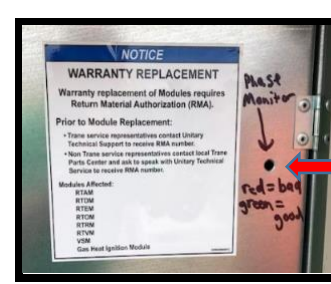
Pre 2018 Trane Unit
Once you Remove the Outer Door (Right of Unit) You will see the following view. Remove the upper cover to expose Phase Monitor and Site Glass (See Below)



Post 2018 Trane Unit
Remove Outer Door (Right Side) to expose Phase Monitor and Site Glass (See Below)



Pre 2018 Trane Unit
Note- Bottom Right Phase Monitor and Peep Hole to view Phasing Status.
RED= Phasing Issue
GREEN= Correct Phasing



Post 2018 Trane Unit
Note- Bottom Right Phase Monitor and Peep Hole to view Phasing Status.
RED= Phasing Issue
GREEN= Correct Phasing