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
	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?	
	Multi Zone Wiring:	
Yes ☐ No ☐	Confirm ports are not crossed wired. OLM individual ports to indoor and outdoor to confirm ports 1-5 are not crossed or repull the wires (see attached)	
	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?	
	Multi Zone Piping:	
Yes ☐ No ☐	Check piping is not crossed. Turn on one indoor at a time and observe TXV is opening to correct unit.	
Yes ☐ No ☐	Check restriction. Turn all indoor units in cooling, then shut down machine, leaving TXV open. Run nitrogen through system to confirm "no" blockage.	
Yes ☐ No ☐	Confirm service ports are open.	
Yes ☐ No ☐	Leak test. Hold 500 microns for 2 hours to confirm no leaks.	

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).