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# SERVICE ORDER# 161005583

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<b>Location</b>	Army Reserve-1201 Hillside Ave	<b>Service Rpt #</b>	878202	<b>Agreement / Type</b>	
<b>Address</b>	1201 Hillside Ave	<b>Service Date</b>	09/15/21	<b>Technician</b>	David Huffman
<b>City</b>	Schenectady	<b>Customer #</b>	1018955	<b>Skill Level</b>	
<b>State</b>	NY	<b>Customer PO</b>	12247	<b>Union</b>	
<b>Contact</b>	<b>Zip</b>	<b>Cust Phone</b>		<b>Service Complete</b>	N
		<b>Sales Rep</b>		<b>Visit Complete</b>	Y

**Problem Description:** NH(No Heating) Repair unit heater in mailroom. No heat in mail room. Thermostat reads CH05, which indicates communication error with split unit

**Visit Resolution:** Drove to location checked in with site started diagnostics on system thermostat showing ch05 error code which is communication error checked communication wire to ground wire is good found large mouse nest in outdoor unit and found bad investor board due to mice and what appears to be a relay shorted and came off of board need to replace board wiring harness or replace unit due to extensive mice damage

## LABOR

	Hours	Billable	Agreement/Nonbillable	Type (Internal Use)
Regular	3.50	0.00		NAB

*Allocation of charges is subject to change based on management review of the actual agreement coverage if applicable.*

## ASSETS SERVICED

Client Ref.	Asset ID	Asset Description	Manufacturer	Model / Serial No.
Ac-7 Asset 10444 mini split	1004	Split DX- AHU (Other Htg)	LG	LNN247HV / 310KAHG00025
ACCU-7	1003	Split DX- CU (HP)	Lg	Luu247HV / 310KAAE00016

Visit Approved By:	/
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Signed By: covid 19

Date: 09-15-2021 Time: 11:16