

CHECK LIST ITEMS	DESCRIPTION
CUSTOMER INFO	Store Location and contact information
DATE OF FAILURE	Date when the unit was reported as not working or having the issue
DATE OF REPAIR	Date the repair was made
WORK ORDER NUMBER	FX # (in cases of installation issues, if no FX # is available the Job # is acceptable)
SERIAL NUMBER(S)	Serial # of the equipment(s) (make sure to capture the entire serial #)
MODEL NUMBER(S)	Model # of the equipment(s) (make sure to capture the entire serial #)
CAUSAL PART NUMBER & DESCRIPTION	The part that caused the issue on the equipment (This part may or may not be the part that has to be replaced/repared)
REMOVED PART NUMBER & DESCRIPTION	The part that is being removed from the equipment (If you replace a broken/defective component with another part)
REPLACED PART NUMBER & DESCRIPTION	This is the replacement part # which is being put into the equipment
FAULT FOUND	Put a detailed description of the defect in the "work performed" section in FX. (Use the keywords in the "Fault Found List" to the right)
CAUSED BY	Potential reason for the fault
SERVICE PERFORMED	What work was performed on the case? (JOB CODES)
WORK HOURS (labor hrs)	How long did it take to repair the case? (Specify: Regular Time/Overtime/Double Time)
PART RETURN	Always keep the part removed and label it with the Work Order # and verify with your office if the part must be returned.
PART SERIAL NUMBERS(S) (if required)	Parts you will need the serial #'s for, as well as the equipment serial #: Doors; Frames; Compressors
WARRANTY DEPARTMENT CONTACT INFORMATION	800-398-7402 or email: <a href="mailto:hussmannwarrantyclaims@irco.com">hussmannwarrantyclaims@irco.com</a>
WEB SUPPORT	Warranty Policy & Q&A : <a href="http://www.hussmann.com">www.hussmann.com</a>

### FAULT FOUND LIST

adjustment, out of	LEAK - AIR
bad circuit/poor connection	LEAK - OIL
bent/twisted	LEAK - WATER
blown/burst	Leaked
broke/cracked	loose
burned out/up	loose
collapsed	low pressure
contamination	low temperature
corroded/pitted	misalignment
cross threaded	missing or incomplete
erratic operation	noisy
error	oversized
flaking	over-torque
high pressure	paint
high temperature	porous
improper fit	retrofit
lack of power/no drive	ripped/torn/cut