RSQU RV

Air conditioning & heating - customer spot check

Describe what you have already noticed. You do not need to know the cause. No roof access, panel removal, gas testing or electrical testing is needed. Do not run equipment to recreate a dangerous symptom.

Safety first - stop before routine questions

Propane/gas-like odor, hissing, a CO alarm, smoke, arcing or suspected CO illness: leave the RV/area and call 911 or the propane provider from safety. Use 911 for CO alarms, illness, fire or immediate danger. Avoid switches, appliances, flames and phones near suspected gas. Do not investigate. Stay out until cleared; equipment requires qualified clearance before reuse. **CO has no smell.**

Burning odor, repeated breaker trips, severe vibration or water near electrical parts: stop using the affected system; keep clear and arrange qualified service. Do not repeatedly reset it. If temperatures are unsafe, move people and pets to a safe heated/cooled place; do not wait in the RV for an appointment.

Tell RSQU which system, where and when

Name: _____ Phone: _____ Date: _____
RV year / make / model / type: _____

1. Which equipment?
AC / propane furnace / heat pump / electric heat / hydronic or other / unsure

2. Which unit or zone?
Front / middle / rear / bedroom / garage / all / unsure. Known unit or zone #: _____
Equipment make/model, only if already known: _____

3. What happens?
Nothing starts / fan only / weak airflow / wrong temperature / starts then stops / other

4. What does the thermostat show?
Mode: _____ Fan: Auto / On / speed _____ Setpoint: ____ Displayed room temp: ____

5. What supply was in use?
Shore / generator / battery-inverter / propane / multiple / unsure. Other loads: _____

6. What conditions?
Hot / cold / humid / shaded / direct sun. Outside temp if known: ____ Units: F / C

7. When did it start, and how often?
Date: _____ Startup / after running ____ minutes / intermittent / after travel or storage

8. What else was noticed or changed?
Code/message: _____ Odor/noise/leak location: _____ Recent work/reset: _____
If leaking, when? HVAC running / rain / equipment off / unsure. No test needed.

Notes / anything not checked: _____
Next action / responsible person / date: _____
Affected unit / do-not-use restriction explained: _____

Call or text Mike Stevens: 801-232-4995. Routine service is not emergency dispatch. Describe codes before any reset. This customer check does not diagnose or clear unsafe equipment.

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HVAC symptoms and safe observations

Check all symptoms already noticed. Do not run a test, clear a fault or guess the cause to complete this form. Name / work order: _____ Date: _____

Air conditioning

- ☐ AC will not turn on
- ☐ Runs but does not blow cold air
- ☐ Cools but never reaches setpoint
- ☐ Turns on and off repeatedly
- ☐ Unusual noise or vibration
- ☐ Water leaking from AC / ceiling
- ☐ One room warmer than others
- ☐ Works only sometimes

Furnace and heating

- ☐ Furnace will not turn on
- ☐ Fan runs but blows cold air
- ☐ Starts, then shuts off
- ☐ Runs but RV does not warm up
- ☐ Unusual heating noise
- ☐ Some rooms heat; others do not
- ☐ Heating cycles frequently
- ☐ Unusual smell during heating

Thermostat and airflow

- ☐ Thermostat does not respond
- ☐ Thermostat blank / error displayed
- ☐ Room temperature differs from setting
- ☐ Weak or no airflow
- ☐ Some vents work; others do not
- ☐ Restricted airflow / suspected duct leak
- ☐ Heat pump not heating or cooling
- ☐ Electric / hydronic heat not working

Toy hauler and multiple zones

- ☐ Garage too hot or too cold
- ☐ Garage vents weak or no airflow
- ☐ Living area / garage temperatures differ
- ☐ One rooftop unit works; another does not
- ☐ One thermostat / zone does not respond
- ☐ Problem with garage door / ramp open
- ☐ Problem only with several units running
- ☐ Problem changed after recent service

What customers can safely observe

When no hazard is present: Note the display, mode, zone, setpoint, open doors/windows and visible interior vents covered by belongings. Photograph only already-visible messages from a safe location.
Do not assume: A moving fan proves neither heating nor cooling. Identify the heat source if known. Heat-pump limits, delays and defrost behavior vary by model; record conditions for the technician.

Stop, report and follow through

No roof climbing, panel removal, safety bypasses, improvised ice thawing or repeated restarts. Never use the stove/oven, engine or generator as indoor heat.
Report trips, ice already observed, indoor drips, soot/exhaust concerns and odor locations. Keep restrictions in place. Record recurring symptoms and contact the service provider. A quiet alarm does not establish safety.

References: CPSC - CO safety; PERC - propane safety; Dometic CCC2 owner instructions (example only). Follow the manuals for your exact RV, thermostat and equipment.