DEMO COMPANY

FIELD SERVICE REPORT FORM

My Site

THURSDAY 13TH NOVEMBER 2025

SUMMARY

The unit experienced a critical system failure due to a suction line refrigerant leak and subsequent compressor burnout. New compressor and filter dryer installed, system evacuated and charged with R404A. Unit is operational and pulling temperatures successfully. Follow-up inspection required in 7 days to confirm pressure stability.

Job and Customer Information

Q#	QUESTION	RESPONSE
1.	Job or work order number	#E234653
2.	Company name (service provider)	Demo Company
3.	Client or site name	Rutherford
4.	Service location address	Basement Prep Kitchen, North End
5.	Client contact (phone / email)	jbluth@rutherforddemosite.com
6.	Technician name and ID	J. Hunt
7.	Date of visit	11 Nov 25
8.	Time of arrival	11 Nov 25 01:20 PM
9.	Time of departure	11 Nov 25 02:05 PM
10.	Type of service (installation / maintenance / repair / inspection / other)	Maintenance and repair
11.	Initial problem or work request	The tenant reported that the freezer compartment of the unit is overfreezing, resulting in a significant ice buildup on the back panel and floor of the freezer. This excessive icing is restricting access to food and preventing the proper seating of the freezer drawer/door. Cooling performance in the refrigerator section is simultaneously reported as inadequate (temperatures above the setpoint).

Equipment and Environmental Details

Q#	QUESTION	RESPONSE
12.	Equipment make and model	Make: Frigidaire Pro-Line; Model: FPLR-4500-SS (Side-by-Side Commercial Unit)
13.	Serial number	987632103
14.	Equipment location or tag ID (if any)	Basement Prep Kitchen, North End; Tag ID: COMM-REF-B2
15.	Description of problem or defect found	Found a suction line leak at the filter dryer weld joint. The compressor is dead, drawing high LRA and tripping thermal overload due to low charge and a dirty condenser.

16.	Photo evidence of defects or damages (attach or upload)	

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17.	Environment type (indoor / outdoor / hazardous / confined space / other)	Confined Space (Narrow service corridor behind unit)
18.	Cleanliness of unit	Poor. Heavy dust/lint buildup observed on the condenser coil and fan blades upon inspection of the back panel. This contributed to poor heat exchange.
19.	Ambient conditions (temperature, controlled or not)	Temperature: 28 degrees (Uncontrolled/Warm); Humidity: Approximately 65% (High humidity environment due to proximity to wash area)
20.	Issues encountered during service	Major delay due to the required 4-hour vacuum pump time to clear contamination. Access in the tight corridor was difficult, plus a 2-hour delay to collect a non-stock compressor.

Technical Measurements (If Applicable)

Q#	QUESTION	RESPONSE
21.	Nameplate values (input V / A, output V / A, rating)	Input V: 208V AC (3-Phase); Input A: 12.5A; Rating: 3.2kW (based on compressor/fan nameplates).
22.	Measured readings (single phase or three phase)	Supply: 210V AC, 3-Phase. Readings: L1-L2: 209V; L2-L3: 211V; L3-L1: 210V. Measured Amps (Post-repair): L1: 4.1A; L2: 4.0A; L3: 4.2A (within spec).
23.	Battery details (quantity, voltage, current, strings)	N/A
24.	Battery operation verified	N/A
25.	Maintenance bypass switch operation verified	N/A
26.	Load circuits tested and ready for power up	YES

Work Performed and Resources Used

Q#	QUESTION	RESPONSE
27.	Description of work performed or actions taken	Isolated unit and manually defrosted coils. Recovered refrigerant. Cut out and brazed in a new compressor and filter dryer. Pressure tested with nitrogen, then evacuated the system for 4 hours due to contamination. Recharged with 2.8 kg of R404A. Tested unit operation and verified temperature pull-down.
28.	Parts or materials used (name, model / part number, quantity)	Embraco Compressor (P/N: E-78-459-B), Sporlan Filter Dryer (P/N: A-22-108), 2.8kg R404A refrigerant, and 4 sections of 15% Silver Brazing Rod.
29.	Safety procedures followed	YES
30.	PPE worn	YES
31.	Follow-up actions or additional requirements	Recommend replacement of the condenser fan motor. Observed bearing noise and slight vibration during the final test. Motor is functioning now but shows signs of imminent failure, likely due to prolonged high-ambient operation. Advised the Building Manager.
32.	Service or customer follow-up needed (details)	Scheduled follow-up needed in 7 days. Call to confirm the unit is holding temperature and maintaining optimal pressures after the major component replacement. Customer advised to monitor temperatures closely and report any fluctuation immediately.

Completion and Sign-off

Q#	QUESTION	RESPONSE
33.	Job status (completed / pending / follow-up required / awaiting parts)	YES
34.	Unit operational Unit is running and pulling down temperature successfully. Freezer reached -15 degrees and Fridge reached 4 degrees within the test period.	YES
35.	Next service date (if applicable)	11 Nov 26
36.	Technician notes or observations	Observed minor bearing noise from the condenser fan motor. Recommended replacement to prevent future overheating/failure. Customer verbally approved the temporary fix and agreed to the follow-up check next week. All panels secured; workspace cleaned.
37.	Photo evidence of completed work (attach “after” photos)	YES

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38.	Was the service completed to the client's satisfaction? Client (Building Manager) confirmed the unit was cooling and was satisfied with the detailed explanation of the compressor failure and necessary repairs.	YES
39.	Customer confirmation: name and signature	Joe Bluth
40.	Technician confirmation: name and signature	J. Hunt

DECLARATION

Auditor
(Jennifer Hunt)

AUDITOR'S LOCATION