

OWNER NAME:
 DEALER NAME:
 MANUFACTURER COACH

OWNER PHONE NUMBER:
 DEALER PHONE NUMBER:
 VIN
 APPLIANCE MODEL:

OWNER EMAIL:
 DEALER EMAIL:
 DOP:
 APPLIANCE SERIAL:

Service site address (location of coach)

ADDRESS:

CITY

STATE

ZIP

PLEASE FILL OUT DIAGNOSTIC SHEET AND RETURN TO: service@keystonerv.com

SYMPTOM: NO COOL

Turned on/power to unit? YES NO

Control setting OFF COOL COLD COLDEST

Compressor running? YES NO

Thermostat (power connected) Cross Terminal H (brown wire) to C (yellow wire) voltage reading? _____

Control board (power connected) Check between pin T (yellow wire) and either pin P (orange/gray wire) or pin C (gray wire); output reading? _____

Control board diagnostic Check across the top two wires (-) black and (+) red; what is the VDC reading? _____
 If ~12 VDC is missing; check the following: Proper voltage at the terminal block
 If ~12VDC is present and control setting is in cooling mode; check thermostat between P (orange) & gray & T (yellow) for ~2.9 VDC
 If ~2.9 VDC is present, the compressor and DC fan should both be operating;
 If no output to the thermostat; replace control board

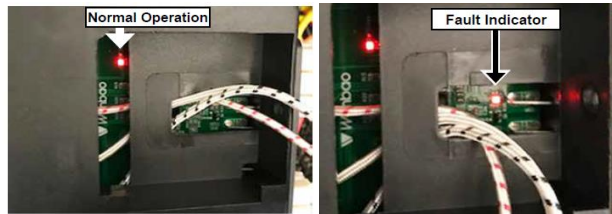
Control board faults There are also two small red LED lights on the control board which can help with diagnosing.

To see either LED indicator, the control board must be removed from the compressor.

of LED

Flashes Possible Fault

- 1x in 4-secs Over or Under voltage protection
- 2x in 4-secs DC Fan Overcurrent or Failure
- 3x in 4-secs Start-up Failure*
- 4x in 4-secs Overcurrent protection triggered
- 5x in 4-secs Over temperature protection



*Start-up failure may be due to unbalanced high and low side sealed system pressures, compressor stuck ON (from previous cycle), poor contact between control board leads and compressor hermetic terminals or compressor windings failure.

Is fresh food section warm but freezer is cold with frost? YES NO

Is there a frost pattern in the fresh food section? Only half way down Full square frost NO, there is no frost

What is the internal temperature of the coach? _____ What is the internal temperature of the unit? _____

SYMPTOM: FROST/MOISTURE

****Frost that is .25in to .50in thick is normal; frequent use will cause increase in frost; there is not an automatic defrost cycle, unit will defrost manually when it cycles off**

Door is properly closed; gasket is sealing?

Use flashlight method to confirm; place a flashlight or any bright light inside refrigerator unit.
Close door; turn off coach interior lights.
Check around door gasket to see if any light is escaping

YES NO If no, go to "Misalignment/not closing properly" section on this diag sheet

Adequate air flow in the back and front of shelves?

YES NO

No restriction due to over loading with food or other items?

YES NO

Unsealed containers or warm food was placed inside unit

YES NO

Is there a frost pattern in the fresh food section?

Only half way down Full square frost NO, there is no frost

SYMPTOM: MISALIGNMENT/NOT CLOSING PROPERLY

Unit is level

YES NO

Does the unit have bottom mounting bracket attached?

YES NO

If so, is there a nylon washer in place on the bottom hinge?

YES NO

If no, contact mwsservice@mwss-inc.com for instructions on how to add nylon washer. A nylon washer will be shipped directly to you.

SYMPTOM: NOISEY OPERATION

Unit is level

YES NO

Is the unit touching or pushed against a wall?

YES NO

Is there any debris or dust in the fan?

YES NO

What type of noise?

Whistling Howling Steady humming Knocking **How often?** Constant Sometimes

Additional Notes:

