

## November Troubleshooting Problem

QUESTION: After completing your checks, which component failed and caused the 'no heat' situation you found on your arrival?

ANSWER: The failed component is the blower motor. Our ohmmeter tests showed a reading of infinity from the white wire, which is the common connection, to all other colors that represented the individual windings for the various motor speeds. Since the motor was cool to the touch, either the internal overload protector is (and will remain) open, or there is a break at some point in the internal wiring of the motor. The LED readout we encountered on our arrival indicated either an open flame rollout switch or limit switch. Our physical inspection and ohmmeter tests indicated that it was the limit switch that was open. The underlying cause of the open limit switch was the failure of the indoor blower motor.