

September Troubleshooting Problem

QUESTION: After confirming that the customer tapped into the furnace electrical receptacle to add the second receptacle, you disconnect the furnace power cord and test the receptacle. After getting your results, what is the cause of the intermittent equipment operation, and what do you do?

ANSWER: The cause of the intermittent operation is that when wiring to the furnace power supply was modified to add a second receptacle, it was reconnected with reverse polarity. Advise the customer to call a licensed electrician to correct the problem.