



Comfort. Under control.

04-17-23 FREDDY'S HCI - BURLINGTON, NC (3204) - RENEW 2CB (4)

Project Issue Information

Issue Name : RTU-2 control wiring issues

Description : Stat not Receiving 24V on G or Y1/Y2 The other stats downstairs showed 24v total on R/G/cooling, but RTU-2 had 24v on R but not on G even when calling for cooling. Motor/ compressor/ heating-all function properly when jumped out on roof top. Recommend replacing thermostat wiring so unit performs correctly

Created By : National TAB **Assigned To :** National TAB - Dan Hertenstein

Status : Open

Originated Date : 04/25/2023 - JOASH ALBIN - National TAB

Project Issue Response Details

- **04/25/2023** National TAB - Kyle Henry
 - From the issue described, the recommendation of replacing wiring is wrong. We recommend replacing the thermostat and when thermostat is replaced we can check wiring as well to ensure it sends signal all the way to rtu. The RTU sends the r signal down to thermostat and then the thermostat will send the low voltage signals on the proper G,Y or W terminals back up to the unit. If the thermostat and unit isnt getting voltage on anything but R then the thermostat is the issue.