



[www.refrigerationsales.net/rsc-techchat](http://www.refrigerationsales.net/rsc-techchat)

We are introducing a new troubleshooting tool called **RSC Tech Chat**. Some customers have reached out to ask the best way to use this new tool.

On the following pages, attached are questions that we have asked it. Some provide really good answers and some need to ask the chat bot to refine the answer or provide more detail.

**This is a learning process and the better the answer is, you give it a thumbs up. If the answer needs some work or is wrong, then you give it a thumbs down.**

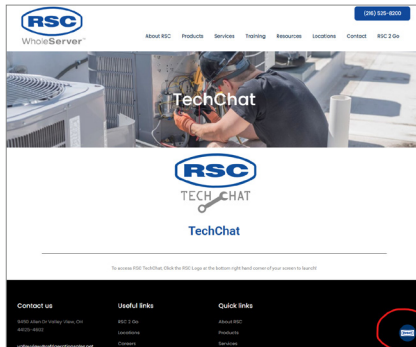
My gut says that if your tech was picking up the phone to call, they must have a question in mind. They could always start with the RSC Tech Chat and ask the question. The answer will be super-fast! If the answer doesn't seem correct (give it a thumbs down) and then call **RSC Tech Support**.

That's how I would start to use this new resource. You can't break it and in many cases the answers we have programmed in may help you out of a jam and save some time.

**Take a look at the list of questions attached and see what you think.**

**Elio Andreatta**

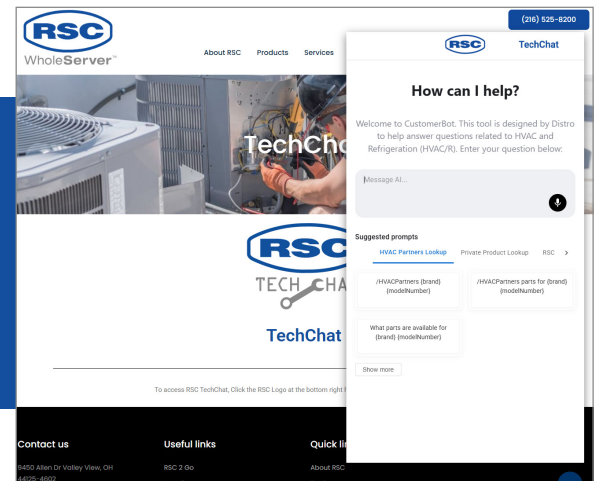
Director - Business Development & Tech Support



Click button in lower right once on the website

## WHEN TO USE THE RSC TECH CHAT

- Evenings and weekends when you need an answer quickly
- When you have a new tech with simple questions
- When you just want product specs
- When you need install, product data or service manuals
- Basic error code look up
- Fast answers
- Compatibility questions



## WHEN TO CALL RSC TECH SUPPORT

- When you have unusual circumstances
- When you want to discuss a service fix
- When the RSC Tech Chat doesn't give you an answer, you're comfortable with
- Design issues
- Duct questions
- Reoccurring faults
- Repeat callbacks
- Want to talk through a solution
- Unit changeouts



**REFRIGERATION SALES CORP.**  
**RSC TECH CHAT**  
**2026**

*Relentlessly Improving Lives, In Every Degree.*



## SAMPLE QUESTIONS



- What is an **ERROR CODE 36** on a Carrier furnace?
- How do I tell if the compressor is bad on a **25VNA436A003**?
- How do I fix a **Code 33** on a Carrier furnace model **59MN7A**?
- Blower motor not turning on for a **59MN7A**. What voltage should be at the wires?
- Will an **Infinity** control operate both a humidifier and a dehumidifier?
- **38GRQB18-3**. Changed thermistors, all control boards for outdoor unit, but system keeps freezing up. Bad in heat mode and won't defrost. Heat's OK and pressures look good.
- What voltage should I see for communication on an **Infinity** thermostat?
- What is a **CODE 32** on **59MN7**?
- Will an Infinity control work with a **25VNA8**?
- What breaker size do I need for a **3 TON** Carrier air conditioner?
- MCA electrical requirement for a **26TPA848**?
- Having a limit switch issue with a new furnace installation.
- What size pressure switch is in a **58PAV070-08**?
- What causes outdoor temperature sensor faults on a Carrier heat pump?
- What is the line set size for a **26SCA436**?
- **My thermostat isn't responding** - What should I do?
- Why is there water leaking from my unit?
- What is a **CODE 82** on an Infinity heat pump?
- Can an **Infinity System** control both a dehumidifier and a humidifier?
- What is the vent length of a **59TP7A080**?
- Can using a humidifier terminal on an **Infinity System** mess up the board?



## SAMPLE QUESTIONS



- What should your combustion readings be for a **TP7** natural gas furnace be?
- How often should I **replace my air filter**?
- What should I check if a heat pump is short cycling?
- What's the likely cause of a high pressure trip on a rooftop unit?
- Why is the suction pressure so low on my air conditioning system?
- What's the diagnostic sequence for a furnace with a **3 FLASH ERROR CODE**?
- How do I wire a dual run capacitor correctly?
- What's the sequence of operations for a two-stage gas furnace?
- Which terminals should have **24V** during cooling mode?
- How do I test an inducer motor safely?
- What's the proper procedure for recovering refrigerant on an air conditioner?
- How do I replace a blower motor and match the correct speed tap?
- What's the right way to braze without overheating the **TXV**?
- How do I pressure test a system after replacing a coil?
- What does **ERROR CODE 42** mean on a **59MN7**?
- What's the factory charge for a Carrier **24ACC6**?
- What size filter does an **80,000 btu 59TP7** take?
- What capacitor size does a **24ABB036** condenser use?
- What's the OEM part number for an inducer motor on a **59MN7**?
- Can I use a universal igniter on a **59TP6** furnace?
- I'm getting a pressure switch open fault - What else should I check besides the venting?
- The inducer is running but the **furnace won't ignite**. What's the next step you'd take?



## SAMPLE QUESTIONS



- Flame sensor is clean but still losing flame signal - What else causes that?
- **Limit switch keeps tripping.** Should I be looking at airflow or gas input first?
- I'm not sure if this heat exchanger is cracked - Can you walk me through what to look for?
- My temperature rise is **75°** on a furnace rated for **40 – 70°**. Is that enough to shut it down?
- Gas pressure is within spec, but the flame looks lazy. What would you check next?
- I'm getting **24V** to the board but no output to the inducer - Does that confirm a bad board?
- How do you properly test a pressure switch under load?
- **What's the safest way to check the igniter without damaging it?**
- This blower motor is seized - Should I use a universal or order OEM?
- The flue is partially blocked. Should I red tag it?
- My suction pressure is **LOW** but superheat is **HIGH** - Does that point more to a restriction or low charge?
- The condenser fan is running but the compressor won't start. Should I check the capacitor or the windings first?
- I'm getting a high pressure trip - Should I be looking at airflow across the condenser or refrigerant overcharge?
- **The evaporator coil is freezing up.** What's the quickest way to determine if it's airflow or charge?
- The thermostat is calling but the outdoor unit isn't engaging. What's the next step you'd take?
- My subcooling is **HIGH** but superheat is **NORMAL** - What does that usually indicate?
- Head pressure is higher than expected even though the coil is clean. What else should I check?
- I'm not sure if the **TXV** is stuck - What readings would confirm it?
- The system is running but not cooling well. How do I tell if the compressor valves are weak?
- How do I properly test a dual-run capacitor under load?
- What's the best way to check a condenser fan motor without misdiagnosing it?
- How do I confirm a reversing valve is stuck on a heat pump in **COOLING MODE**?



## SAMPLE QUESTIONS



- Is there a safe way to test the contactor without jumping it?
- Where is the low pressure switch located on a Carrier air conditioner?
- The compressor is pulling locked rotor amps - Should I try a hard start or quote replacement?
- This condenser fan motor is overheating. Should I install a universal or order OEM?
- The compressor is extremely **HOT** - Should I shut it down and let it **COOL** before continuing?
- What should I check if my heat pump is short cycling?
- What should I do if suction pressure is **LOW** on my system?
- Which terminals should have **24V** during the **COOLING MODE**?
- How do I adjust blower speed to match the correct speed tap?
- How do I set gas pressure on a two-stage furnace?
- How do I adjust gas pressure on a modulating furnace?
- Flame sensor is clean but I'm losing flame signal.
- Not sure if the **TXV** is stuck. How can I confirm?
- System is running but not cooling well. What should I check?

