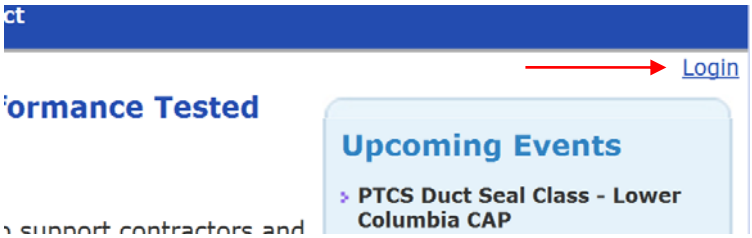
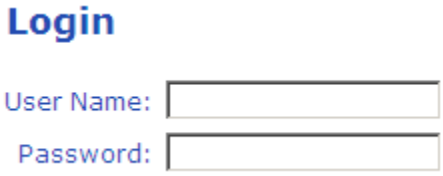
PTCS
Performance Tested
Comfort Systems

Air Source Heat Pump Online Entry Guide

May 2011

Requirements:

- PTCS certification
- PTCS site username and password
- Form filled out at the job site

Click on “Login”, located towards the upper right-hand corner of the home page above “Upcoming Events”	
Enter User Name and Password	
The menu bar will display a **Contractors** option with a drop-down menu. Click on contractors then **Enter a Job**	

The first step is to validate the **Site Address**.

Technician Certification Number	Installation Company Name	Electric Utility Company
PTCS - 5555	A-1 HVAC	Franklin PUD 1

Customer Name	Street Address
Richard Brown	2444 W 2nd Ave

Site Address 2 (Unit #/ Mailing Address)	City	State	Zip Code	Phone Number
1	Kennewick	WA	99336	(555) 241-0734

☐ Site Built (Existing) ☐ Site Built (New Construction) Manufactured Home ☑ Y ☐ N

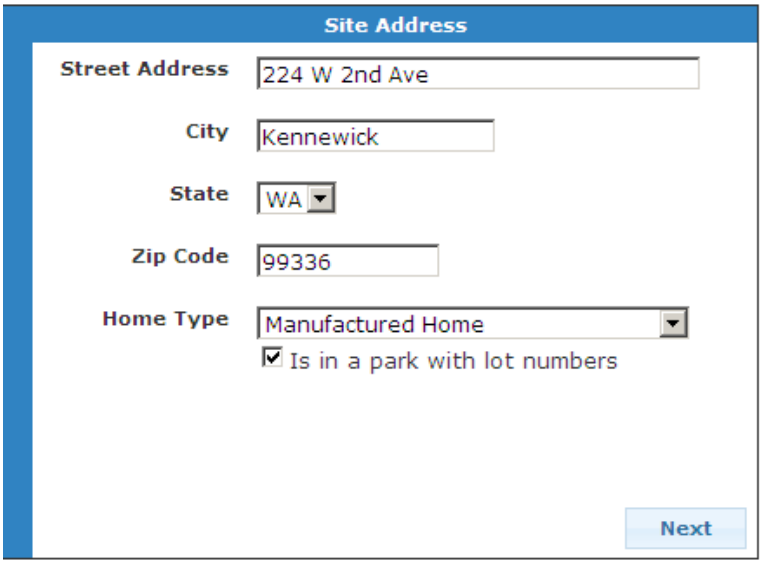
SECTION A:

Type in the **Street Address**, **City**, **State**, and **Zip Code.**

Select the **Home Type** from the drop-down.

If you select **Manufactured Home** a check box will appear.
Check the box if a manufactured home is in a park with lot numbers instead of individual addresses. One of the subsequent screens will ask for the lot number.

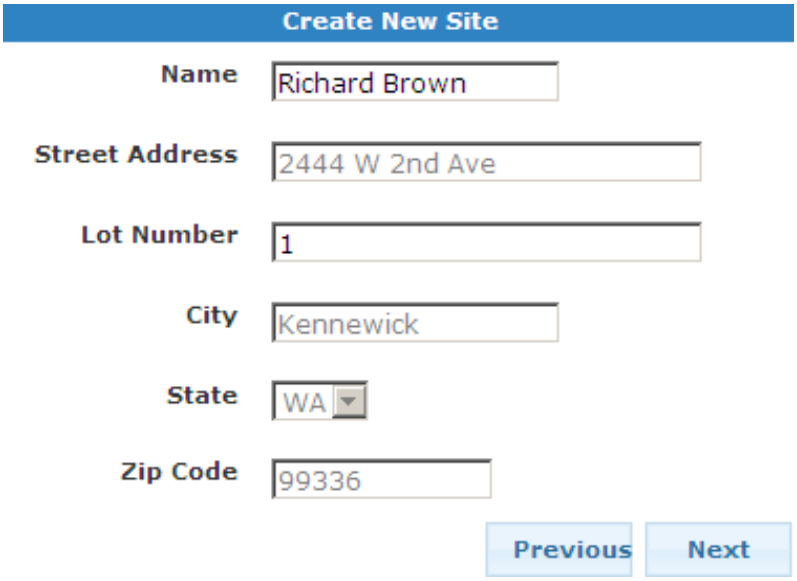
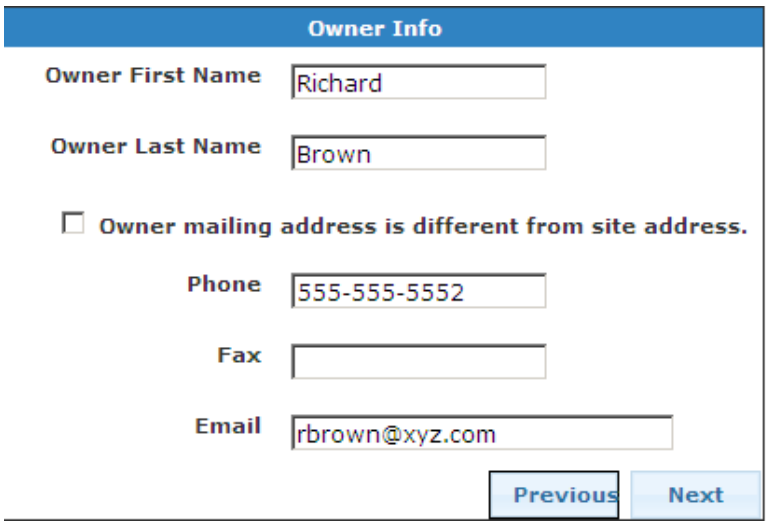
Note: If the address will not validate you will need to fax the submission to: 877-848-4074

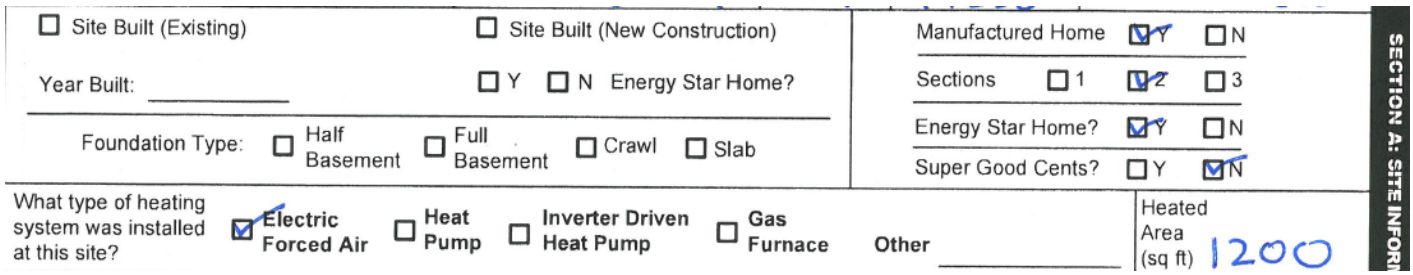


If there is a similar site in the registry, it will pop up.

Important: If an existing site is found, click on the highlighted text to open the measure and avoid creating a duplicate site entry. Duplicate site entries must be verified and may create delays in customer rebate processing.

- *if the same measure has previously been claimed at the address, the customer will not be eligible for another rebate.*
- *If it is a multiple system installation, submissions for more than one installation will need to be faxed in for PTCS staff entry. Just indicate a multiple system on the fax.*

The customer name and address will display to be verified. Add lot number if one exists for a manufactured home *Click Next*	
Type in the **Owner Info** if it is different from the **Site Info**. If the homeowner has a different **mailing address**, check the box and include additional contact info. *Click Next*	

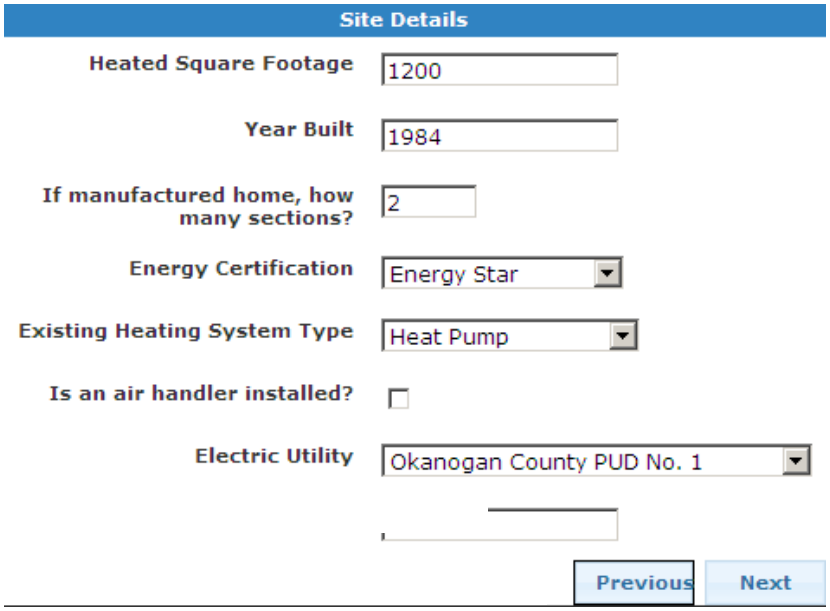


Enter **Site Details** for the house.

Note:

- *Utility can be found on the customer's electricity meter. Utilities in non-BPA territory (PGE, Pacific Power, NWN) may be entered for a $45 fee only*
- *Other Site Details can be verified on County Assessor websites if any of this data failed to be collected previous to entry. If you do a Google search for "parcel search" and the County and State you will likely find what you need quickly.*

Click Next



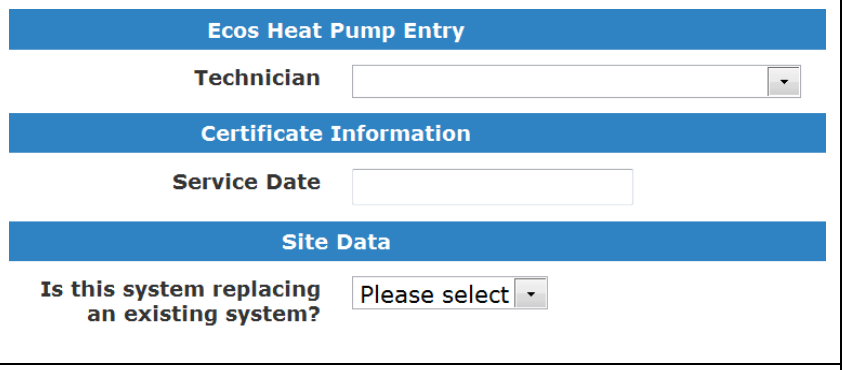
Select **Air-Source Heat Pump**

If your unit is part or all geothermal, please reference "How to Enter a Ground Source" job

Note: If a heat pump was already completed at the address, you will not be able to enter another. If it is a multi-system house fax subsequent submissions in for PTCS staff entry, just note that it is a multi-system submission.

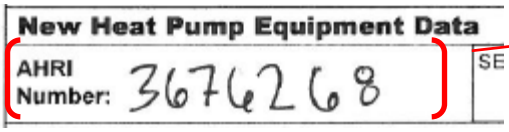
Click Next to continue

Enter **Technician, Service Date** and whether or not the system is **replacing an existing system**.

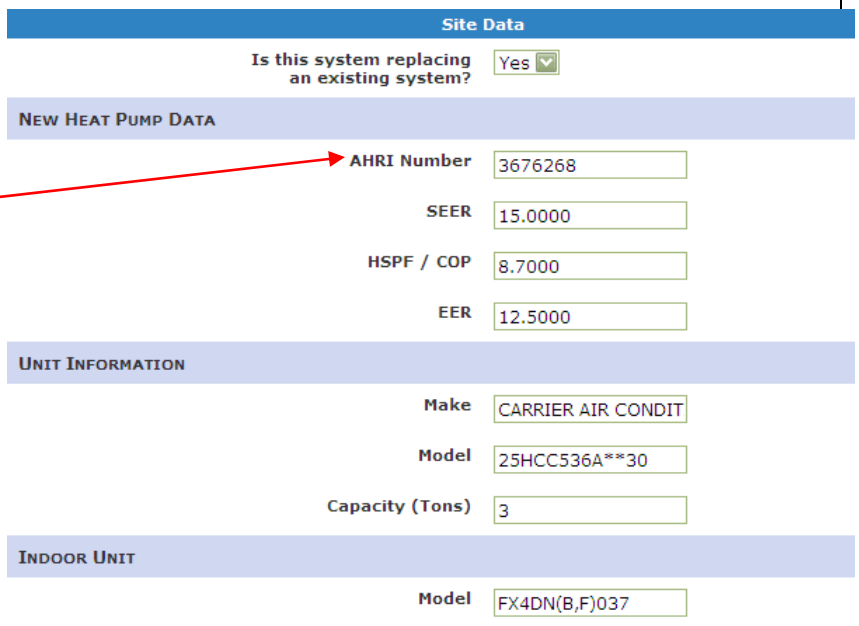


Enter the unit's **AHRI** number.

If the number is valid, the **SEER**, **HSPF** and **EER** will auto-populate.



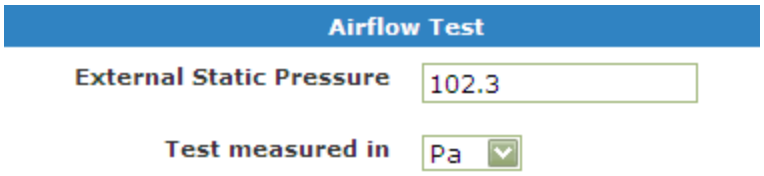
The **Outdoor** and **Indoor Unit** information will also auto-populate based on the AHRI number.

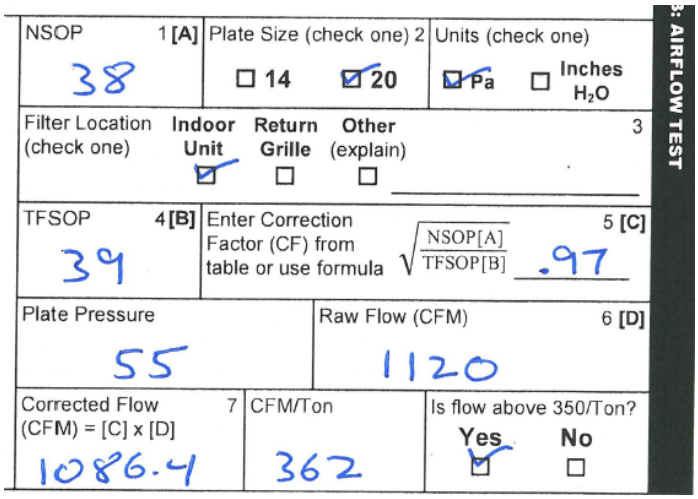


Outdoor Unit Make: Carrier	Outdoor Unit Model Number: 25HCC536A	Capacity (tons): 3	# of Compressor Stages: 2
Indoor Unit Make: Carrier	Indoor Unit Model Number: FX4DNBF037	Capacity (tons)	Locked Rotor Amps

Confirm that the unit and capacity information is **correct**.

Enter the **External Static Pressure** for the system and select units used in measuring airflow in the **Test Measured In** dropdown.

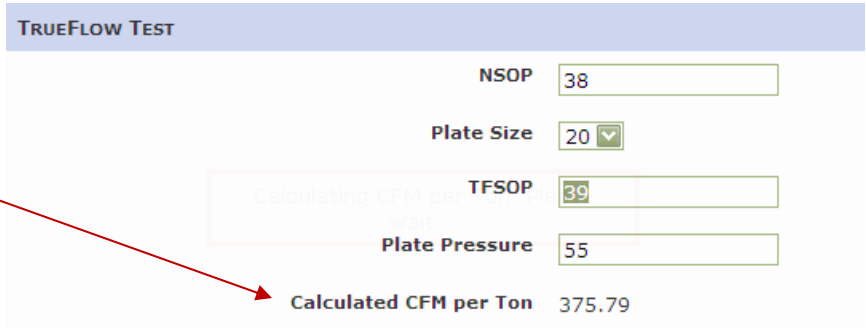




Enter the measurements for the **TrueFlow** test.

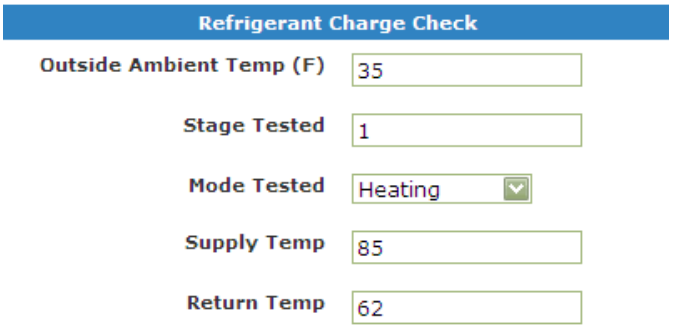
These **True Flow** test numbers will automatically calculate the CFM per ton and will display on the form as you enter measurements in this section.

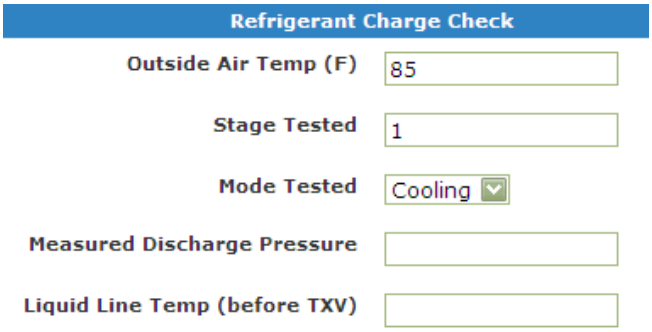
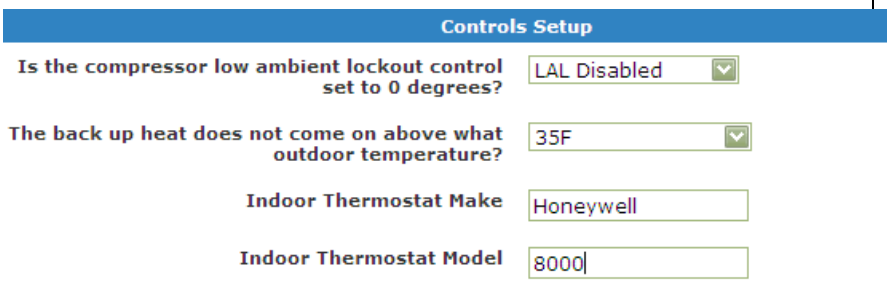
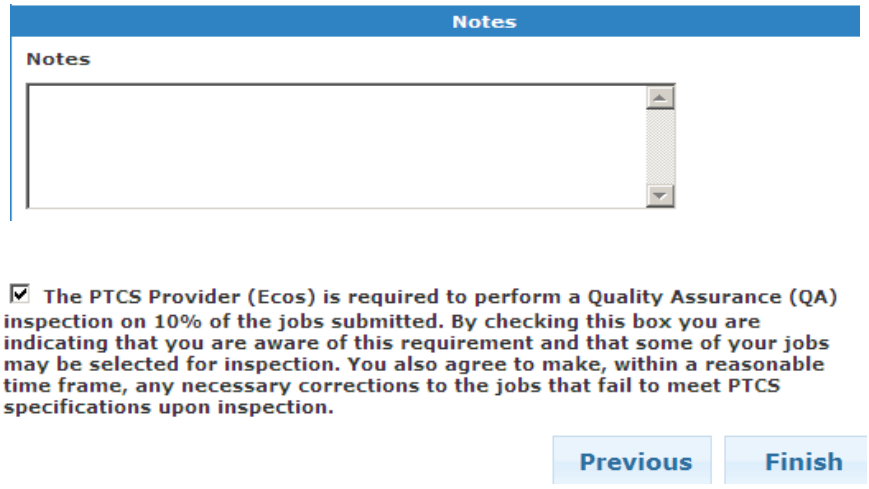
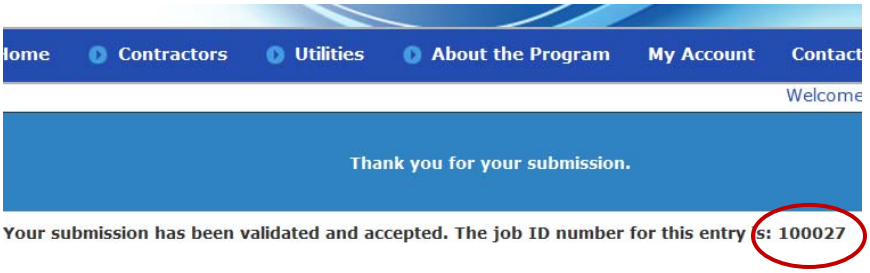
The required CFM per ton for PTCS is between 350-600 CFM.

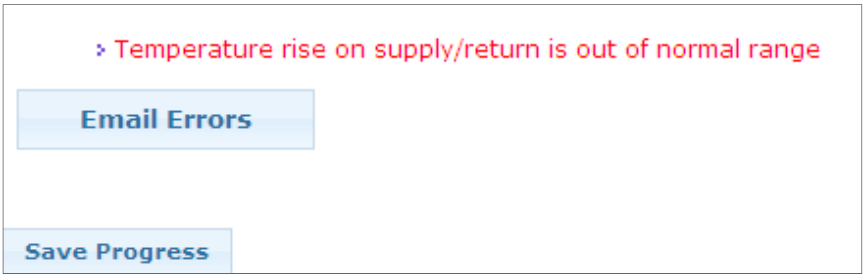
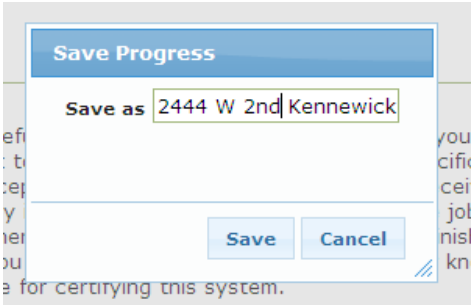
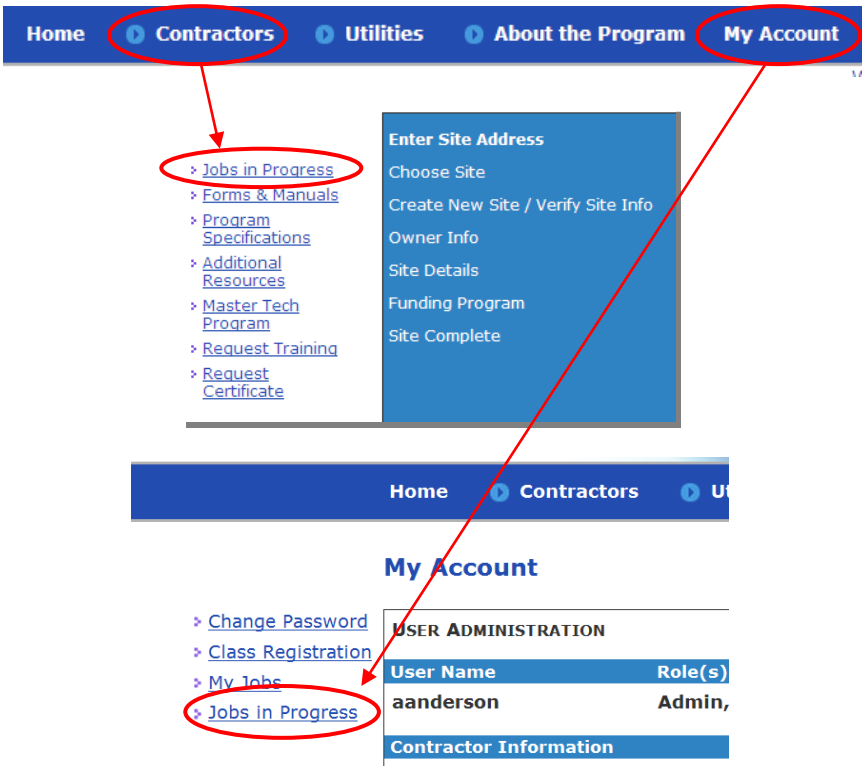


Enter the temperatures and **Performance Test** data.

Once **Mode Tested** is selected, the **Supply Temp** and **Return Temp** fields will appear for Heating mode.



For Cooling mode, **Measured Discharge Pressure** and **Liquid Line Temp** fields will appear.	
Enter the various elements of the **Controls Setup**	
Verify that all the information is correct and add any relevant **Notes**, and check that you are aware of quality assurance procedures. *Click Finish*	
Clicking *Finish* calculates the data. If all data is provided and passes PTCS requirements you will receive a **job ID number** for the entry	

If something is missing or out of range, red text will appear with the reason. At this point you may review and edit the information entered or **Save Progress** to return to the job at another time. You can also email the errors to yourself. *Tip*: put the address of the submission in the subject line.	
After clicking **Save Progress** you will be prompted to enter a **Save as** name. *Click Save*	
There are two places to access your saved measures. Click on the **Jobs in Progress** link on the left Navigation links in: • **My Account** area • **Contractors** area	

Click **Resume** to return to the saved measure. You will have the opportunity to update data or supply missing data before submitting.	

Error Messages Explained – Air Source Heat Pumps

Pending: CFM per ton does not meet the required minimum specifications.

- **Air Source Heat Pump Specifications 6.3.2** The air distribution system design and installation shall be such that air flow across the indoor coil is as specified in the heat pump manufacturer's literature, or is between 350 and 425 cubic feet per minute (CFM) per 12,000 BTU/hr output at ARI rating conditions if the manufacturer's literature is not specific.

Pending: Auxiliary heat setting not at required temperature.

- **Air Source Heat Pump Specifications 4.4.1.** For systems with a single stage of compression and for systems with multiple stages of compression but without supply air temperature sensor control: Auxiliary heat shall be controlled in such a manner that it does not engage when the outdoor air temperature is above 35°F, except when supplemental heating is required during a defrost cycle or when emergency heating is required during a refrigeration cycle failure. Exception: If the minimum setting available for auxiliary cutout on the indoor thermostat is 40°F, 40°F may be used.

Temperature rise on supply/return is out of normal range, expected a temp split value of: ##.##

- The minimum expected temperature spilt (supply – return) for a system is based off of the outdoor temperature (outside ambient temp) and the CFM/ton of the system. A chart with the appropriate range of temp splits should have been provided to you at training. If you wish to request another one please contact the PTCS team.

LAL must be set to 0 or disabled.

- **Air Source Heat Pump Specifications 2.4.** If a low ambient temperature compressor cutout option is installed, it shall not cutout the compressor at temperatures above 0°F.