



Task Title: HVAC Troubleshooting

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes ☐ No ☐

Goal Path: Employment ☐ Apprenticeship ☐

Secondary School ☐ Post Secondary ☐ Independence ☐

Task Description: The learner will conduct internet searches to find possible reasons for common appliance issues.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.2
- Use Digital Technology/D.2

Materials Required:

- Pen/pencil and paper
- Computer or digital device

Learner Information

Heating, Ventilation and Air Conditioning (HVAC) mechanics and technicians often provide advice about common appliance issues. They may use internet searches and HVAC online forums to troubleshoot or ask other experts for advice.

Conduct internet searches to answer the worksheet questions.

Work Sheet

Task 1: A customer with a Kenmore refrigerator is complaining that the temperature in the freezer is not cold enough. List two possible reasons and solutions.

Answer:

Task 2: A customer with an LG refrigerator is complaining that the water dispenser is not working. List two possible reasons and solutions.

Answer:

Task 3: A customer with a Whirlpool refrigerator is complaining that the door swings too much. List two possible reasons and solutions.

Answer:

Task 4: A customer with a Samsung refrigerator is complaining that the fan inside is making a lot of noise. List two possible reasons and solutions.

Answer:

Task 5: A customer with an Inglis refrigerator is complaining that there is water leaking from the bottom of the fridge. List two possible reasons and solutions.

Answer:

Answers

Task 1: A customer with a Kenmore refrigerator is complaining that the temperature in the freezer is not cold enough. List two possible reasons and solutions.

Answers will vary. Possible responses include:

- The contacts have frosted over, so the defrost thermostat would need to be replaced.
- The compressor is starting to wear out. The customer should compare the cost of having the compressor repaired or purchase a new refrigerator.
- The condenser coils could be dirty. The customer should seek a professional to clean the coils.

Task 2: A customer with a LG refrigerator is complaining that the water dispenser is not working. List two possible reasons and solutions.

Answers will vary. Possible responses include:

- Refrigerator is not connected to the household water supply. Connect the refrigerator through the water inlet valve.
- The water dispenser filter is restricted. Substitute or replace the filter with a bypass plug that can be used in place of the filter.
- Check that water lines are not kinked or restricted.

Task 3: A customer with a Whirlpool refrigerator is complaining that the door swings too much. List two possible reasons and solutions.

Answers will vary. Possible responses include:

- Doors are not level. Locate the adjusting screws found on the underside of the bottom corner of the refrigerator door and use the appropriate wrench to turn the door adjusting screw to raise or lower the door.
- Dirt, grease, or grime might have built up along the surface. Clean using a soft cloth and warm, soapy water.

Task 4: A customer with a Samsung refrigerator is complaining that the fan inside is making a lot of noise. List two possible reasons and solutions.

Answers will vary. Possible responses include:

- The fan could be defective and would need to be replaced.
- There is ice behind the panel and needs to be removed.
- The fan motor is hitting something (like ice) because the defrost components is broken. The component would need to be replaced.

Task 5: A customer with an Inglis refrigerator is complaining that there is water leaking from the bottom of the fridge. List two possible reasons and solutions.

Answers will vary. Possible responses include:

- The drain tubes are clogged. Remove the bottom and upper portion of the drain tube. Place the upper end of the drain tube under a faucet and run warm water to dislodge the clog. Reattach the drain tube when it is clear.
- There are holes or cracks in the inlet line. Replace the line if holes or cracks exist.
- The drip pan has holes or cracks. Replace the pan if holes or cracks exist.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	makes connections between sentences and between paragraphs in a single text			
	scans text to locate information			
	locates multiple pieces of information in simple texts			
	reads more complex texts to locate a single piece of information			
	makes low-level inferences			
	obtains information from detailed reading			
	begins to identify sources and evaluate information			
D.2	selects and follows appropriate steps to complete tasks			
	locates and recognizes functions and commands			
	makes low-level inferences to interpret icons and text			
	begins to identify sources and evaluate information			
	performs simple searches using keywords (e.g. internet, software help menu)			

Task Title: HVACTroubleshooting_A_A1.2_D.2

This task: Was successfully completed ☐ Needs to be tried again ☐

Learner Comments:

Instructor (print):

Learner (print):