

HVAC Work Order

Record an HVAC service call with the readings that prove the fix, and the refrigerant handling the law requires you to keep.

◆ Part A — The call and the unit

1. Work order details

Work order number <i>e.g. HVAC-2026-0412</i>	
Date and time logged	
Logged by	
Priority <i>No cooling or heating / Comfort complaint / Routine / Scheduled</i>	
Building and floor	
Area or zone served	
Reported by and contact	
Response due by	

2. Unit identification

Asset ID	
Unit type <i>RTU / Split / Chiller / AHU / FCU / VRF / Heat pump / Boiler</i>	
Make	
Model number	
Serial number	
Nominal capacity <i>e.g. 7.5 tons / 26 kW</i>	

Location on site <i>Roof, plant room, ceiling void – say how to reach it</i>	
Refrigerant type <i>R-410A / R-32 / R-134a / R-454B / Other</i>	
Factory charge on nameplate	
Year installed	

3. Complaint and initial condition

Reported symptom, in the caller's words	
Space temperature on arrival	
Setpoint	
Unit running on arrival <i>Yes / No / Short cycling / Locked out</i>	
Fault code displayed	
Occupancy affected <i>Yes / No – how many people or which rooms</i>	

✦ Part B – Readings that prove the fix

4. Operating readings, as found and as left

Reading	Unit	As found	As left	Spec or expected
<i>Suction pressure</i>	<i>psig</i>	<i>98</i>	<i>118</i>	<i>118–124</i>
Suction pressure				
Discharge pressure				
Suction line temp				

Reading	Unit	As found	As left	Spec or expected
Liquid line temp				
Superheat				
Subcooling				
Supply air temp				
Return air temp				
Temperature split				
Compressor amps				
Condenser fan amps				
Blower motor amps				
External static pressure				

♦ As found and as left in the same row is the whole point. A single set of readings tells the customer nothing about what you changed.

5. Component checks

Check	Done	Condition or reading	Action taken	Date
Air filter — size and condition	☐			
Evaporator coil cleanliness	☐			
Condenser coil cleanliness	☐			
Condensate pan and drain clear	☐			
Belt tension and wear	☐			
Blower wheel clean	☐			
Contactor and relays	☐			

Check	Done	Condition or reading	Action taken	Date
Capacitor microfarads vs rated	☐			
Electrical connections tight	☐			
Thermostat calibration and schedule	☐			
Economiser damper operation	☐			
Safety controls and limits	☐			
Insulation and line-set condition	☐			

♦ Filter size belongs in this table, not in someone's memory. It is the single most requested detail on a return visit.

♦ Part C — Refrigerant, parts and labour

6. Refrigerant handling record

Date	Refrigerant	Recovered (lb/kg)	Added (lb/kg)	Cylinder ID	Leak test method	Result
18/09/2026	R-410A	0.00	2.40	CYL-7741	Electronic detector	No leak found
Net refrigerant added						

♦ Required record, not a nicety. Every charge and recovery is logged against the unit and the cylinder it came from.

7. Parts fitted

Part number	Description	Qty	Unit price	Line total	Charge to
CAP-45-370	Run capacitor 45µF 370V	1	18.50	18.50	Billable

Part number	Description	Qty	Unit price	Line total	Charge to
Parts total					

8. Labour

Date	Technician	Licence no.	Hours	Rate	Line total
18/09/2026	D. Osei	EPA608-II-4471	2.50	72.00	180.00
Labour total					

9. Visit total

Parts total	
Labour total	
Refrigerant charge	
Subtotal	
Tax / VAT rate (%) <i>e.g. 20</i>	
Tax / VAT	
Total for this visit	

✦ Part D – Outcome

10. Resolution

Fault found	
Root cause	
Work carried out	

Unit left <i>Fully operational / Operational with limitations / Out of service</i>	
Repair type <i>Permanent / Temporary – return required</i>	
Recommendation <i>Repair again, replace, or change the service interval</i>	
Estimated remaining life	
Follow-up work order raised <i>Yes / No – reference</i>	

11. Sign-off

Technician name	
EPA 608 or equivalent certification no.	
Signature	
Customer name and position	
Customer signature	
Date and time	
