

FACTORY START-UP REQUEST FORM

Packaged DOAS units, model DLV

Start-up services are available by highly trained Factory Service Technicians to provide pre-start-up unit inspection, start-up, and owner training on operation and maintenance of the equipment. This will help ensure the equipment is running properly, reliably and efficiently.

Requesting Start-Up Services

To request factory start-up, complete all pages of this form and submit with a purchase order for the total cost for the start-up services and travel expenses. For the total amount, please contact the Lennox Service Department for a quotation. Note that factory start-up is not installation or a bid for installation, therefore the equipment must be ready to operate as outlined on page 2 before start-up services can be scheduled.

Please allow at least ten (10) working days after the request is received by the Lennox Service Department to schedule the start-up.

Project Information (Please Print)

Project Name:	
Project Address:	
City & State:	
Zip Code:	
Site Contact Name:	
Site Contact Number:	
Site Contact Email:	
Unit Model(s):	
Unit Qty:	
Start-up Date Requested^①:	

^① The Service Department will do their best to accommodate the requested start-up date, however due to the popularity of this service, we may not be able to accommodate all requests. All scheduled dates will be communicated prior to the service and as agreed upon by all involved parties.

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Verify Following Installation Items are Complete

ALL of the following requirements must be completed before our Service Technician arrives at the job site so that the unit is ready to operate.

IN THE EVENT THAT ANY OF THESE REQUIREMENTS ARE NOT MET WHEN THE SERVICE TECHNICIAN ARRIVES ONSITE AND START-UP CANNOT BE COMPLETED, A \$1,500.00 MINIMUM CHARGE WILL BE BILLED FOR RETURN TRIP(S). The billed amount for additional trips must be paid in full prior to rescheduling the Service Technician.

Check if Verified	Pre-Start-Up Checklist
	Unit(s) correctly seated on roof curb or support structure.
	Outside Air Inlet Rainhood installed (if applicable).
	Energy Recovery Module wiring from main unit installed (C-cabinet only if applicable).
	Main power wiring complete and correct voltage available at the equipment.
	Power has been applied to the compressor crankcase heaters for a minimum of 24 hours.
	Field installed supply air sensor installed and wired.
	Field installed building pressure sensor installed and wired. (If Applicable).
	Field installed duct pressure sensor installed and wired. (If Applicable).
	Field installed pAD thermostat installed and wired. (If Applicable).
	Field installed CO ₂ sensor installed and wired. (If Applicable).
	Field installed smoke detector installed and wired. (If Applicable).
	Field installed occupancy sensor installed and wired. (If Applicable).
	All pipe and electrical access holes fully sealed.
	Clean filters installed.
	Duct work complete and vents open.
	Evaporator condensate drain trap installed and primed.
	Items Specific to Gas Heat Option (if applicable)
	Main gas supply line complete and leak tested.
	Main inlet gas pressure is correct at the unit (not exceeding 14" WC).
	Gas exhaust vent terminals installed.
	Gas heat exchanger condensate drain traps installed and primed (90+% efficient models only).

For any items above not checked, please provide an explanation:

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Describe Special Jobsite Requirements

Some jobsites have special requirements that outside contractors (including Lennox) must comply with. Examples include special safety training, additional personal protective equipment (PPE), pre-approved security clearance, etc.

IN THE EVENT THAT ANY OF THESE REQUIREMENTS ARE NOT COMMUNICATED PRIOR TO WHEN THE SERVICE TECHNICIAN ARRIVES AND SITE ACCESS IS DENIED, A \$1,500.00 MINIMUM CHARGE WILL BE BILLED FOR RETURN TRIP(S). The billed amount for additional trips must be paid in full prior to rescheduling the Service Technician.

Please provide any special requirements that the Service Technician must comply with:

Installer Information (Please Print)

Company Name:	
Company Address:	
City & State:	
Zip Code:	
Installer Contact Name:	
Installer Contact Number:	
Installer Fax Number:	
Installer Email:	

Approval

I approve Lennox to schedule and provide start-up services per the amount quoted, which includes a per-unit labor rate plus travel expenses. I understand this is for factory start-up and not a bid for installation. Refer to page 4 for terms of start-up service provided. I understand installation must be complete and the equipment ready to operate prior to services being scheduled. Upon receipt of this completed form and a purchase order, the service will be scheduled. I understand that I will be billed if the above requirements have not been met.

Amount Quoted:			
Signed:			
Print Name:		Date:	___/___/___

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Return Request to the Lennox Service Department

Please return this completed sheet back to the Lennox Service Department at DLVStartup@Lennoxind.com for scheduling. ALL SECTIONS MUST BE COMPLETED BEFORE START-UP SERVICES CAN BE SCHEDULED.

Terms of Start-Up Service Provided:

- Lennox will provide a fully-trained Field Service Technician (FST) who will travel to the job site at a mutually-agreed upon date and perform start-up of the a newly installed model DLV unit, further referred to as “the unit”. A full mechanical start-up cannot be performed unless all associated ductwork, controls and options are installed and ready for testing as outlined in this document. Testing equipment and any hand tools needed will be supplied by the FST. The FST will perform a complete inspection of the unit(s) to verify compliance with installation requirements as indicated in the unit Installation & Service Manual (ISM). If there are any non-compliances identified, it is the installing contractor’s responsibility to make corrections. If these corrections cannot be made within 4 hours from identification, the FST will depart the site and the trip requester will need to purchase and reschedule a trip for a time when the required corrections have been completed. The FST will perform a complete inspection and test of all unit subsystems which include but are not limited to: heating, cooling, electrical, fans, and energy recovery if applicable. All operating parameters will be tested subject to ambient conditions (see Limitations section for details). Gas fired furnace control valves are set for high fire and low fire. Mechanical and electro-mechanical subsystems such as dampers and actuators are tested for correct operation. Each subsystem will be test-run and inspected to ensure proper operation in accordance with engineered specifications. All factory-provided and installed controllers and end devices will be tested for operational functionality. See Limitations regarding owner-provided or third-party controls. Detailed data for each subsystem will be collected and recorded, in accordance with the Start-Up Report. The FST will review the data to confirm the unit is functioning within its design parameters. The completed Start-Up Report will be provided to the installing contractor and the unit owner. The completed report is to be retained by the owner for future reference by service personnel.
- Each start-up is assigned an adequate amount of on-site time. If more time is required by the FST due to circumstances or conditions resulting from an incomplete installation or incomplete pre-start-up procedure, the firm that ordered and scheduled the start-up will be invoiced for all additional expenses incurred by the FST. If known site conditions will cause excessive delays, please contact Lennox for an updated quote to accurately account for the estimated labor.
- LIMITATIONS: Once the service is scheduled and travel arrangements made, if there are any changes to the site visit date, there will be a \$500 change fee. If more than one unit is to receive start-up service, all units are to be scheduled for start-up at the same time so that only one trip is required. Additional trips will incur additional trip charges. If the request for start-up is submitted without all items on the pre-start-up checklist completed, it is the responsibility of the requester to make certain that all are completed prior to arrival of the FST at the job site. If the pre-start-up items are not completed within 4 hours of arrival, the FST will depart the site and the trip requester will need to purchase and reschedule a trip for a time when the required pre-start-up items are completed. If the pre-start-up application specific requirements are not completed with enough time remaining within the approved start-up time to complete all items, the start-up shall be considered incomplete. A return trip to complete the start-up will need to be purchased and rescheduled by the requester. If ambient conditions do not allow the completion of the mechanical start-up for heating or cooling subsystems, it is the responsibility of the local contractor to complete start-up, or purchase and reschedule an additional FST trip. Mechanical start-up does not include full commissioning of the unit’s controls sequence of operation. Third-party control boards and end devices are not tested for operational functionality by the FST. The FST will test the unit’s response to anticipated control signals by inducing a similar control signal and applying it to the unit to verify correct response where possible. The FST will not make adjustments or corrections to control boards or end devices that were not provided by the factory. The installing contractor shall be responsible for providing any needed jobsite-specific equipment such as ladders, refrigerant, and/or safety equipment.