

The next Slides will show all the required pictures to be able to submit a “No Cell Service Checklist” for No Cool.

Note: These are the same pictures required by the normal checklist except for the screenshot showing cell service level...

- Screenshot showing Cell Service Level/Date/Time
- Initial Error Code Check Picture
- Initial Machine Room Picture
- Diagnosis Jig Result or Pressure Readings
- Flushing Setup
- Parts Replaced
- Micron Levels
- Final Error Code Check

If Technicians reclaim is over 10%, Will also be required to show...


- Drier Contents
- Contamination Check
- 150PSI Nitrogen Check
- Bubble Checks

“No Network Coverage” option has been added to the Checklist Login Screen for No Cool / No ice Cases.



- This option is only to be used in the case the technician does not have enough cell service for the checklist to work.
- Technician will be required to take a screenshot showing the Cell Service level at the customers home and will need to be time/date stamped like the example shown here.
- Technician will still need to gather all the required pictures that would be submitted to the normal checklist and will be able to **UPLOAD** all the pictures later when they have cell service again.
- Failure to provide all required pictures will result in a “Bad” checklist review.

Refrigerator Diagnosis APP





Enter Your Account #*

Enter Your Phone #*


Enter Your RNN #

☒ Remember Me

Next Step →

- If you need help on how to perform a step on the upcoming pages, click the  icon for more in-depth guidance.
- For information on why a step is required click the  icon.
- If you did not have enough service to run the checklist while at the customers home, submit your pictures here.

Note: You will be required to show proof of no cool / no cell service that is date and time stamped. There will be an example screenshot on the next page.



Life's Good.

Refrigerator Diagnosis APP



STEP 1
Cell Service

Cell Service Level

Provide a Screenshot showing your current Cell Service. Picture should clearly show...

- 1) Cell Service Level
- 2) Date
- 3) Time

Note: example below shows 3 Bars of 5G service which is plenty to run the normal checklist without issue. This picture is for example only to show what is required.

Screenshot showing your current cell service

1/2

Next Step →

Life's Good.


Required Picture #1:

Technician will need to upload a picture showing they performed the Error Code Check on the customers unit.

Refrigerator Diagnosis APP

STEP 2


No Cool No Cell Checklist





Upload all required pictures

Please provide all required pictures for each step...

Step1 (Required): Error Code Check









Picture of screen while holding hidden error buttons

Required Picture #2:

Technician will need to upload a picture showing the whole machine room before they begin the repair.

Step 2 (Required): Initial Machine Room Picture





Picture of machine room

Required Picture(s) #3:

1) If tech used the Diagnosis Jig, Select “Yes” and Upload 1 picture that clearly shows the diagnosis result

2) If tech did not use the Diagnosis Jig, will need to upload **Run Pressure Pic** and **Equalization Pressure Pic**.

Step 3 (Required): Diagnosis Check

Did you use Diagnosis Jig?

Yes

No



Picture of cycle jig screen

Step 3 (Required): Diagnosis Check

Did you use Diagnosis Jig?

Yes

No



Take clear Pic of
Run Pressures



Take Picture of
Equalization Pressure

If the technician flushed the sealed system, please provide picture of the flushing setup.

Step 5 (Optional): Flushing Setup



Picture of your Flushing Setup


Required Picture(s) #4:

1) If evaporator was replaced...
Provide picture of the Evaporator that
was installed and the Machine Room.

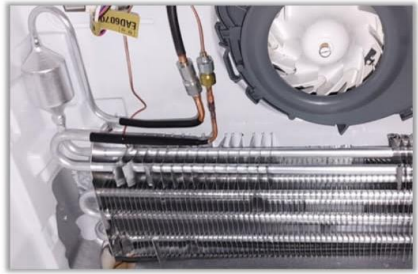
Step 6 (Required): Leak Check

Was Evaporator Replaced?

☒ Yes
 ☐ No



Machine Room Pic after Repair (Must show
Compressor, Condenser, Drier)




Picture of evaporator that was installed.

2) If evaporator was not replaced...
Provide a picture of the Machine
Room.

Step 6 (Required): Leak Check

Was Evaporator Replaced?

☐ Yes
 ☒ No



Machine Room Pic after Repair (Must show
Compressor, Condenser, Drier)

Required Pictures #5:

1) **DMST Will answer “Yes”.** Then provide a picture where they achieved 500 Microns or Less

Step 7 (Required): Vacuum System

Are you using a Micron Gauge?

Yes

No



Pictures of 500 Microns

2) Then provide a picture of the Micron Level after the pump ran an additional 10 minutes.



Pictures of lowest Micron Level after 10 minutes

Required Picture #6:

Provide a picture of the final Error Code Check.

Note: There is a comment section at the end where the technician can freely make notes and comments.

Step 8 (Required): Final Error Code Check



Picture of screen while holding hidden error buttons

Final Tech Comment: If there are any additional notes you would like to make about this repair please comment here:

Techs can also use this option for No Ice cases as well. They will just need to upload all the pictures that are currently required by the checklist.

- **Screenshot showing Cell Service Level/Date/Time**
- **Initial Error Code Check Picture**
- **Temperature Checks**
- **Software Update Pics for Craft Icemaker**
- **Damage to Icemaker**