# Refrigeration and Cooling Systems Root Cause Analysis Workbook - Power Supply or Voltage Issue

Refrigeration and Cooling Systems | Power Supply or Voltage Issue | Asset ID FIX-12-06-08

**Safety gate: Stop, isolate and verify before exposure to hazardous energy. Lockout/Tagout and live testing require the applicable site procedure, authorised controls and a qualified person. Never bypass a guard, interlock or protective device to complete this workbook.**

## How to use this field resource

This is an equipment-agnostic documentation workbook for refrigeration and cooling systems. It helps a trained team capture temperature, pressure, load, airflow and controller evidence without unsafe refrigerant handling. It does not identify a fault by itself and does not replace the equipment-specific OEM manual, drawings, limits, permits or a qualified technician's judgement.

| Intake field | Record |
|---|---|
| Asset or equipment ID | _____ |
| Site and location | _____ |
| Reported by / time | _____ |
| Fault situation | Power Supply or Voltage Issue |
| Operating state | Stopped / standby / starting / running / loaded |
| Safety owner | _____ |
| OEM reference used | Document number and revision: _____ |

## Evidence areas for this system

For a power supply or voltage issue, focus on evidence that can be dated, repeated and handed to another technician. Capture the as-found state before clearing alarms, changing settings or disturbing connections.

| # | Evidence area | First record |
|---|---|---|
| 1 | Product or space temperature trend | As-found note: _____ |
| 2 | Controller demand and alarm | As-found note: _____ |
| 3 | Condenser and evaporator airflow | As-found note: _____ |
| 4 | Compressor command and response | As-found note: _____ |
| 5 | Defrost state | As-found note: _____ |
| 6 | Recent service or refrigerant history | As-found note: _____ |

## Root Cause Analysis Workbook

Use this section to record source, protection, load and timing evidence through a qualified electrical test plan. Record source state, affected loads, event time and protective-device status before choosing the next action.

| Branch | Confirmed fact | Cause hypothesis | Discriminating evidence |
|---|---|---|---|
| 0 | Observed fact: _____ | Possible link to product or space temperature trend | Evidence needed: _____ |
| 1 | Observed fact: _____ | Possible link to controller demand and alarm | Evidence needed: _____ |
| 2 | Observed fact: _____ | Possible link to condenser and evaporator airflow | Evidence needed: _____ |
| 3 | Observed fact: _____ | Possible link to compressor command and response | Evidence needed: _____ |
| 4 | Observed fact: _____ | Possible link to defrost state | Evidence needed: _____ |
| 5 | Observed fact: _____ | Possible link to recent service or refrigerant history | Evidence needed: _____ |

### Root-cause standard

- A replaced part is not automatically the root cause.
- Name the physical or process mechanism that produced the failure.
- Explain why the evidence rules out the closest alternative.
- Identify the condition that allowed the cause to persist.
- Define a verification that would fail if the diagnosis were wrong.

## Refrigeration and Cooling Systems Evidence Map

**Evidence first: Preserve alarms, event history, settings, trends and the as-found physical state before reset, disconnection or adjustment. If safe access is uncertain, stop and refer the task to the authorised person.**

| # | System area | Evidence action | Trace | Record |
|---|---|---|---|---|
| 1 | Product or space temperature trend | Observe and identify | Evidence ID: _____ | Finding: _____ |
| 2 | Controller demand and alarm | Record source and time | Evidence ID: _____ | Finding: _____ |
| 3 | Condenser and evaporator airflow | Compare with reference | Evidence ID: _____ | Finding: _____ |
| 4 | Compressor command and response | State what it supports | Evidence ID: _____ | Finding: _____ |
| 5 | Defrost state | State what it rules out | Evidence ID: _____ | Finding: _____ |
| 6 | Recent service or refrigerant history | Choose the least invasive next check | Evidence ID: _____ | Finding: _____ |

## Scenario boundary

For this power supply or voltage issue, live testing is for qualified persons using suitable equipment and controls. Write the boundary before testing so urgency does not quietly change the rules.

| Boundary | Definition |
|---|---|
| Known good condition | _____ |
| Known failed condition | _____ |
| Difference between them | _____ |
| First missing evidence | _____ |
| Stop-work threshold | _____ |
| Escalation owner | _____ |

### Evidence labels

- FACT - directly observed and traceable.
- REPORT - supplied by another person; source recorded.
- INFERENCE - reasonable explanation that still needs a test.
- UNKNOWN - important gap that must not be filled by assumption.
- LIMIT - OEM, engineering or site acceptance value.

## Power Supply or Voltage Issue Condition Workbook

The goal is to record source, protection, load and timing evidence through a qualified electrical test plan. Describe the failed state narrowly enough that another trained person could look for the same thing without being told your suspected cause.

| Question | Boundary prompt | Record |
|---|---|---|
| What changed? | Function, output, indication or behaviour | _____ |
| Where? | Asset, side, circuit, zone or process stage | _____ |
| When? | Sequence step, runtime, load or environment | _____ |
| How often? | Every cycle, random, once, or after delay | _____ |
| What restores it? | Nothing, time, reset, cooling or load change | _____ |
| What stays normal? | Unaffected systems or functions | _____ |
| What changed recently? | Work, software, settings, parts or operating duty | _____ |

## Controlled reproduction plan

| Plan field | Record |
|---|---|
| Safe starting state | _____ |
| One condition to vary | _____ |
| Conditions held constant | _____ |
| Evidence captured | Source state, affected loads, event time and protective-device status |
| Maximum attempts | _____ |
| Immediate stop signal | _____ |
| Authorising person | _____ |

### Attempt notes

| Attempt | Starting condition | Result | Decision |
|---|---|---|---|
| 1 | State: _____ | Observed: _____ | Next decision: _____ |
| 2 | State: _____ | Observed: _____ | Next decision: _____ |
| 3 | State: _____ | Observed: _____ | Next decision: _____ |
| 4 | State: _____ | Observed: _____ | Next decision: _____ |

## Measurement and Evidence Register

**Measurement boundary: This page records an approved test; it does not authorise one. A qualified person must choose the method, instrument category, connection points, isolation state and protective controls from the applicable procedure.**

| ID | Evidence area | Traceable source | Result | When |
|---|---|---|---|---|
| 1 | Product or space temperature trend | Method / source: _____ | Value / state: _____ | Time: _____ |
| 2 | Controller demand and alarm | Method / source: _____ | Value / state: _____ | Time: _____ |
| 3 | Condenser and evaporator airflow | Method / source: _____ | Value / state: _____ | Time: _____ |
| 4 | Compressor command and response | Method / source: _____ | Value / state: _____ | Time: _____ |
| 5 | Defrost state | Method / source: _____ | Value / state: _____ | Time: _____ |
| 6 | Recent service or refrigerant history | Method / source: _____ | Value / state: _____ | Time: _____ |

## Instrument and reference record

| Control | Record |
|---|---|
| Instrument or data source | _____ |
| Identifier and range | _____ |
| Calibration / validation status | _____ |
| OEM or engineering reference | Document and revision: _____ |
| Equipment operating state | _____ |
| Uncertainty or limitation | _____ |

### Before using a value

- Check units, scale, timestamp and source identity.
- Keep raw evidence where practical; do not retain only a conclusion.
- Record values that disagree with the current theory.
- Compare only like operating conditions.
- Treat a single normal reading as one data point, not proof that an intermittent fault is absent.

## Cause and Evidence Matrix

List competing explanations before the team settles on one. A good next check separates hypotheses; a poor check produces the same answer no matter which cause is true.

| # | Hypothesis | Supporting | Contradicting | Discriminating check |
|---|---|---|---|---|
| 1 | Product or space temperature trend hypothesis | For: _____ | Against: _____ | Next evidence: _____ |
| 2 | Controller demand and alarm hypothesis | For: _____ | Against: _____ | Next evidence: _____ |
| 3 | Condenser and evaporator airflow hypothesis | For: _____ | Against: _____ | Next evidence: _____ |
| 4 | Compressor command and response hypothesis | For: _____ | Against: _____ | Next evidence: _____ |
| 5 | Defrost state hypothesis | For: _____ | Against: _____ | Next evidence: _____ |
| 6 | Recent service or refrigerant history hypothesis | For: _____ | Against: _____ | Next evidence: _____ |

## Five-why chain with evidence

| Level | Explanation | Proof or gap |
|---|---|---|
| Problem | Power Supply or Voltage Issue | Evidence ID: _____ |
| Why 1 | _____ | Evidence: _____ |
| Why 2 | _____ | Evidence: _____ |
| Why 3 | _____ | Evidence: _____ |
| Why 4 | _____ | Evidence: _____ |
| Why 5 | _____ | Evidence: _____ |

### Cause confidence

- Confirmed - reproduced or directly measured against a valid reference.
- Probable - best fit, but one meaningful alternative remains.
- Possible - plausible and worth a safe test.
- Unrelated - contradicted by the evidence.
- Unknown - evidence is missing or unreliable.

## Repair Decision and Return-to-Service Gate

**Release authority: Completion of a repair is not permission to energise or operate. Restore energy and return equipment to service only through the site's authorised process, with guards and protective functions reinstated.**

| Decision field | Record |
|---|---|
| Confirmed problem | _____ |
| Evidence-supported cause | _____ |
| Approved repair reference | Document and revision: _____ |
| Work completed | _____ |
| Parts / settings changed | _____ |
| Residual defect or restriction | _____ |
| Person completing / checking | _____ |

## Controlled verification

| Verification | Acceptance basis | Status |
|---|---|---|
| As-found symptom | Power Supply or Voltage Issue | Absent / present / not tested |
| Primary function | Product or space temperature trend | Pass / fail / not tested |
| Related function | Controller demand and alarm | Pass / fail / not tested |
| Protection and alarms | Normal protective state retained | Pass / fail / not tested |
| Leak, heat, noise or damage | No new adverse condition | Pass / fail / not tested |
| Recorded operating condition | Load / mode / duration: _____ | Accepted / restricted |

### Release signatures

- Technical check by: _____ Date/time: _____
- Operations acceptance by: _____ Date/time: _____
- Safety or permit close-out by: _____ Date/time: _____
- Follow-up owner and due date: _____

## Handover, Follow-Up and Prevention Plan

Close the record so the next shift can understand the power supply or voltage issue, the evidence, the repair decision and any remaining restriction without relying on memory.

| Handover field | Record |
|---|---|
| Current equipment state | _____ |
| What was confirmed | _____ |
| What remains unknown | _____ |
| Operating restriction | _____ |
| Evidence location | Log / work order / folder: _____ |
| Next owner and action | _____ |
| Escalation trigger | _____ |

## Follow-up schedule

| When | Review | Record |
|---|---|---|
| Next shift | Confirm state and restriction | Owner: _____ Result: _____ |
| 24 hours | Review product or space temperature trend | Owner: _____ Result: _____ |
| 7 days | Check for repeat events under comparable duty | Owner: _____ Result: _____ |
| 30 days | Review effectiveness and maintenance action | Owner: _____ Result: _____ |

### Prevention decision

- Update the task, limit, drawing or training only when the cause supports it.
- Remove any temporary control by its approved expiry point.
- Share the lesson without exposing private, security-sensitive or proprietary data.
- Record whether the action reduced repeat faults, downtime or diagnostic effort.
- Reopen the analysis if the symptom returns under the same conditions.

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