

Service report

Willow Court Properties

Willow Court, 240 Example Avenue

DATE	REPORT	TECHNICIAN
2026-09-08	EXAMPLE-1042	Alex Morgan

2 units attended

Both rooftop units were operating at departure. RTU-1 received new filters and a blower belt. RTU-2 received new filters; its worn belt still needs replacement. The office will send a repair quote and arrange a return visit after approval.

EQUIPMENT	STATUS AT DEPARTURE	PAGE
RTU-1	Operating at departure	2
RTU-2	Follow-up required	2

Next actions

RTU-2	Office to send a quote for belt replacement. Customer approval is pending; schedule the return visit once approved and the belt is available.
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01

RTU-1

Operating at departure

North roof, west end • Serves west offices
Model FM-RG090-A3 • Serial FM-19-004281

Findings

Filters were loaded with dust and the blower belt was frayed along one edge. Supply fan and cooling responded to the thermostat call.

Work completed

Replaced four 20 × 20 × 2 in. filters and the blower belt. Checked belt alignment and tension, then confirmed fan and cooling operation.

Readings	24 °C	13 °C	11 °C
	Return air	Supply air	Temperature difference

02

RTU-2

Follow-up required

North roof, east end • Serves east offices
Model FM-RG120-A3 • Serial FM-19-004282

Findings

Filters were loaded with dust. Blower belt had visible cracking but remained intact. The correct replacement belt was not available during this visit.

Work completed

Replaced four 20 × 25 × 2 in. filters and recorded the belt size for ordering. Confirmed fan and cooling operation; the existing belt remains installed.



Example equipment photograph, not a record of this fictional visit. P199 / Wikimedia Commons, public domain.

Readings	25 °C	14 °C	11 °C
	Return air	Supply air	Temperature difference