# Support Request Form

## Contact Information

| | |
|---|---|
| Customer name: | |
| Phone number: | |
| City/State: | |
| Installer name: | |
| Phone number: | |
| Greenwood model: | |
| Serial number: | |
| Installation date: | |
| Date reported: | |
| Date purchased: | |
| Dealer: | |
| Phone number: | |
| Dealer City/State: | |

## Furnace Operation

Draft (WC"), damper open:
Draft (WC"), damper closed:
Supply temperature (Deg F):
Return Temperature (Deg F):

Color of the refractory:
How frequently does the damper cycle?
Is thermal spike protection installed? Y N
Do you have creosote buildup on your:
Manifold Damper door
Air intakes Flue
Other

DESCRIPTION OF PRESENT CONCERN:

How long have you been experiencing this condition?

## Chimney Configuration

Chimney height, total: Diameter:
Interior: Insulated? Y N
Exterior: Insulated? Y N
# of 90 degree angles?

## Fuel

Type of wood:
Months wood has seasoned:
General condition of wood:
How frequently do you load the furnace?

NOTES:

## Installation Basics

Square footage being heated:
Areas: House Basement Shop
Other:
Types of heat emitters: Forced air Radiators

Where is the furnace installed?
Is this space insulated? Y N
Hot-water baseboard In-floor Other

ADDITIONAL NOTES:

Please include photographs and a drawing/sketch of the installation. Include pump locations & sizes, distances, pipe diameters, flow directions, and system components.

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