

ELE/Q3102 - Field Technician - Air Conditioner – V3

Review Date - 01/06/2025

Theory:

S No.	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	When scheduling installations, how can the customer care team evaluate the optimal time slots to minimize customer complaints?	Randomly assign installation timings to customers	Consult with the installation team for their preferences	Consider factors like customer availability and traffic conditions to schedule installations	Inform customers that there is no flexibility in the installation timetable	Choice 3
2	In what ways can a customer benefit from renewing their annual maintenance contract after the initial term expires?	Continued protection from unexpected breakdowns	Automatic upgrade to a new appliance	Extended warranty coverage for free	Access to exclusive discounts on non-related products	Choice 1
3	What is one of your key responsibilities when interacting with customers regarding warranty and problem resolution?	Providing information about the warranty coverage and duration	Explaining the problem in detail and offering a solution	Advising customers on precautions to prevent the problem from recurring	All of the above	Choice 4
4	Which document would provide guidance on the proper installation of electrical wiring in a new building?	Fiction Novel	Electrical Code Book	Cooking Recipe	Travel Brochure	Choice 2
5	How can a detailed analysis of symptoms help in diagnosing appliance issues?	It allows for guessing the problem based on appearance	It helps identify potential causes for the issue	It speeds up the repair process	It is not relevant in fixing appliances	Choice 2
6	How would you analyze the best location for installing a window air conditioner in a customer's premises based on the layout and structural constraints?	Distance from the electrical outlet	Proximity to the washroom	Height of the window from the floor	Color of the curtains	Choice 3
7	When inspecting tools and fitments for installation, which of the following would be considered as an essential tool for the task?	Measuring Tape	Screwdriver	Scissors	Hammer	Choice 1
8	Why is it important to double-check the measurements before drilling holes near internal wiring?	To Save Time	To Avoid Electrical Hazards	To Test Drill Performance	To Conserve Energy	Choice 2

9	If the power supply inspection shows fluctuating voltage output, what could be a potential reason behind this issue?	Faulty resistor	Damaged diode	Intermittent power source	Overheating CPU	Choice 3
10	What factors should be considered when determining the urgency of repairing or replacing a faulty part at the customer location?	Impact on the critical functionality of the equipment	Availability of replacement parts at the service center	Customer's willingness to wait for repairs	Service center's working hours	Choice 1

Practical and Viva:

S No.	Question Text	Suggestion Solution	Equipment Required	Question Type
1	Demonstrate the steps to install a unit run capacitor in an AC unit.	<p>The candidate mentioned:</p> <ol style="list-style-type: none"> 1. Wear the PPE such as safety gloves, safety shoes and safety glasses before carrying out the assembling of unit run capacitor on window AC. 2. Match the specification of the capacitor with that of the AC unit. 3. Check that the capacitor is not swollen and is crack proof. 4. Locate the AC power supply unit. 5. Mount the capacitor in the power unit of the AC. 6. Attach the female wire terminal tabs on the wires coloured green (black), red and yellow. 7. Connect the three terminals on the capacitor labelled as HERM, FAN, and C. 8. Secure the connection by a plastic covering. 9. Install the AC panel which secures the power unit. 10. Check the working of the AC to check the functioning of the capacitor 	<ol style="list-style-type: none"> 1. Air conditioner 2. Toolkit and equipment such as pliers, screw, clamps, drivers, hex blade, screws, Drilling machine etc. 3. Electricity wiring 4. Required spare parts 	Practical
2	Mention few points you will keep in mind while scheduling your visits.	<p>The candidate mentioned:</p> <ol style="list-style-type: none"> 1. Optimized route plan 2. Priority order of the work assigned 3. Time requirement of the various tasks 		Viva