StartupSend

FIELD TECH GUIDE

Startups on your phone.

You do the work on the unit. The phone keeps the report. This guide is one step per line, with a picture of your screen. Print it and keep it in the truck.

For field techs · Prints as a pocket guide · Updated November 2026

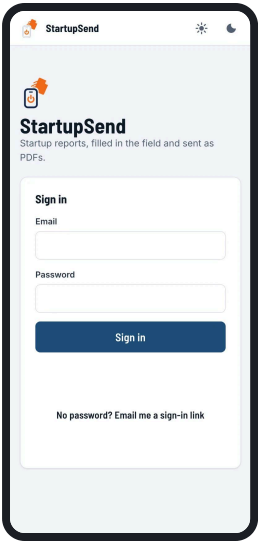
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Sign in

1. Open the link your office sent you. You are in.
2. No link? Go to **startupsend.com** and tap **Sign in**.
3. Type your email and password. Tap **Sign in**.
4. No password? Type your email. Tap **Email me a sign-in link**.



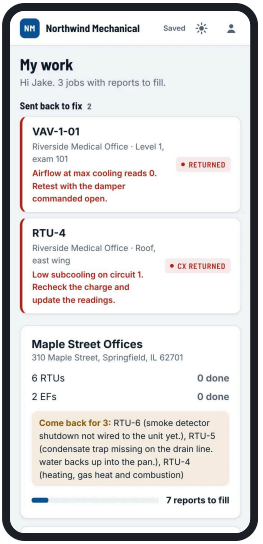
Got a temporary password? Sign in with it. The phone asks you to pick your own: 8 letters or more, with a number.

Tip: add it to your home screen from the browser menu (Add to Home Screen). It opens like an app.

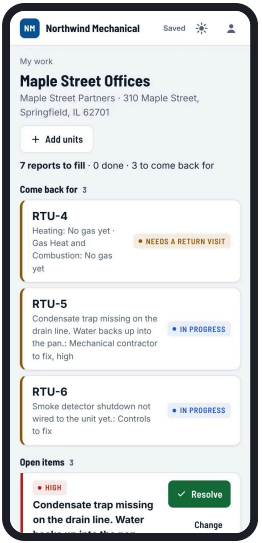
Today's work

1. **My work** is your first screen. One card per job.
2. **Sent back to fix** sits on top. Do those first.
3. Each card says what is left: "6 RTUs, 2 done".
4. Tap the job. Tap the unit you are standing at.

Pick up where you left off takes you straight back to the last report you had open.

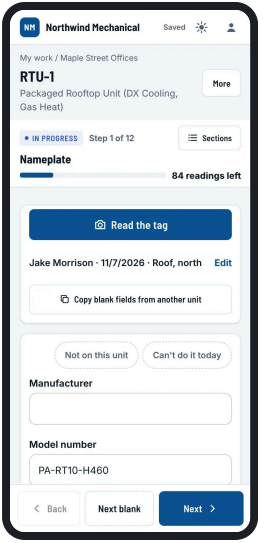


1. The job lists every unit, by type. What is left comes first.
2. Each row says how many readings are left.
3. Unit not on the list? Tap **Add units**.



Fill a startup

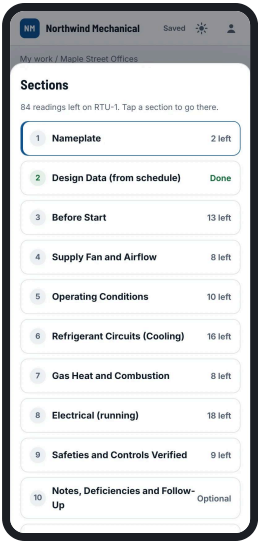
1. One part of the report at a time: "Step 1 of 12".
2. Type what the gauge or meter says. It saves by itself.
3. **Next** goes on. **Back** goes back.
4. **Next blank** jumps to the next empty box.
5. **Sections** shows every part and what is left in each.



Your name and today's date fill themselves. The count at the top always says how many readings are left.

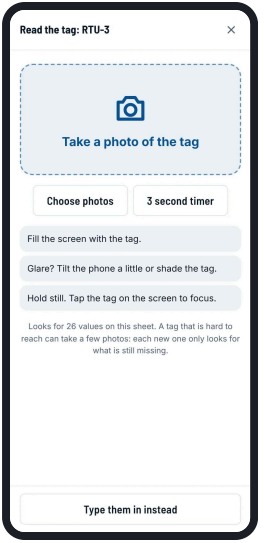
On a number, the ± key makes it negative (for a vacuum, or a temperature below zero).

1. Tap a part in **Sections** to go there.
2. Done parts say **Done**.



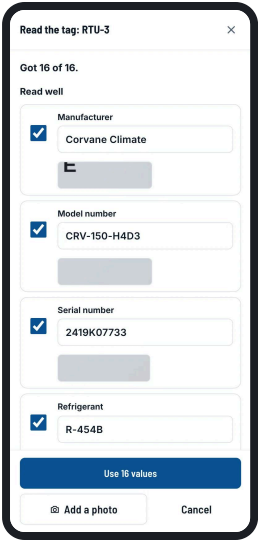
Read the tag

1. On the nameplate step, tap **Read the tag**.
2. Tap **Take a photo of the tag**. Fill the screen with it.
3. Glare? Tilt the phone a little, or shade the tag.
4. Look over what it read. Ticked values are sure.
5. **Check this** values: look at the little picture, then tick.
6. Tap **Use**. Only empty boxes fill.



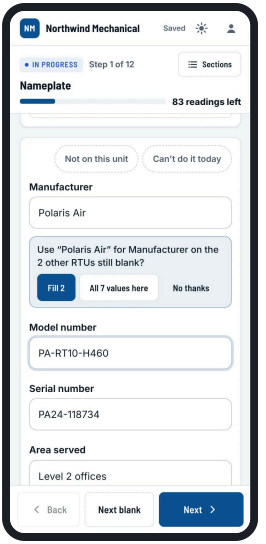
It says AI is paused for this month? Your plan's AI tag photos are used. Type the values as usual, or ask your admin to allow more. No button at all? AI is switched off for your company: type the values in.

BEING FINISHED A more careful tag reader is coming. It may ask for a close photo of just one value, like the serial number. The steps stay the same.



Fill the other units

1. Type the manufacturer on RTU-1.
2. It asks: use it on the 5 other RTUs still blank?
3. Tap **Fill 5**. Done for the whole job.
4. Wrong? Tap **Undo**.

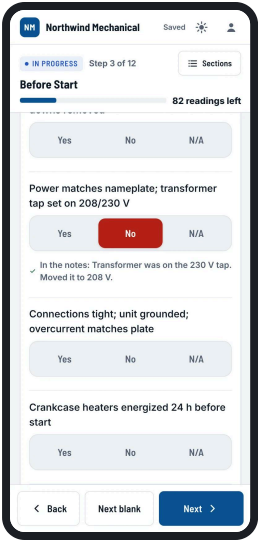


It never copies a serial, a tag, a location or a reading. Values that go with the model (RLA, FLA) only go to units with the same model number.

Under **More**: **Copy blank fields from another unit**.

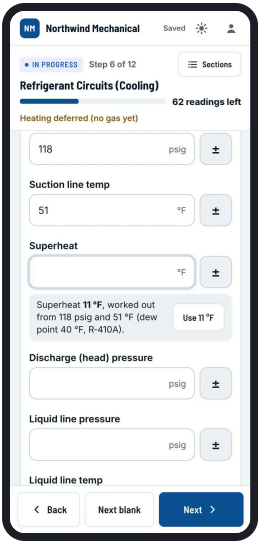
Yes, No and N/A

1. Tap **Yes**, **No** or **N/A** on each line.
2. All good? **Mark all Yes**, then change the odd one.
3. Tapped **No**? Say what is wrong. It goes in the notes.
4. Tap it again to clear it.



The numbers it works out

1. Type suction pressure and suction line temp.
2. It works out the superheat for the unit's refrigerant.
3. Tap **Use 11 °F** to put it in.
4. Same for subcooling, voltage imbalance, amps against the nameplate, temperature split.

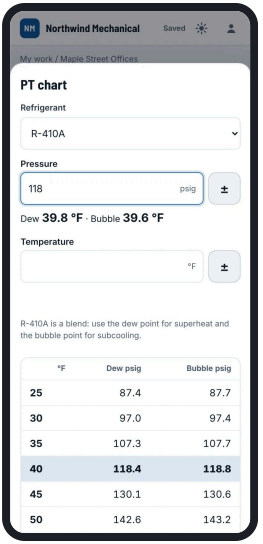


Check this, **Worth a look** or **Good to know** under a reading is a suggestion. It never stops you. Tap **Why?** to see why.

The PT chart

1. Tap **PT chart** on the refrigerant step. Or find it in your menu.
2. The unit's refrigerant is picked already.
3. Type a pressure: you get the saturation temperature.
4. Type a temperature: you get the pressure.

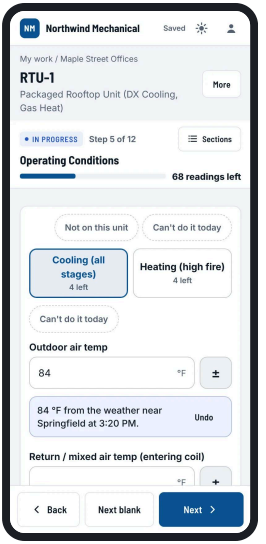
> Blends like R-407C show two numbers: dew (for superheat) and bubble (for subcooling).



Outdoor temperature

1. Reach the step with outdoor air temp. It fills from the weather near the job.
2. Your own thermometer says different? Type over it.
3. Do not want it? Tap **Undo**.

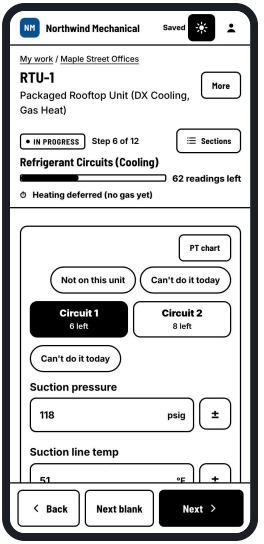
> No address on the job? Tap **Use my location**. The phone asks first.



Sun mode

1. Can't see the screen in the sun? Tap the **sun** at the top.
2. Black on white, heavier lines, bigger boxes.
3. Tap it again to go back.

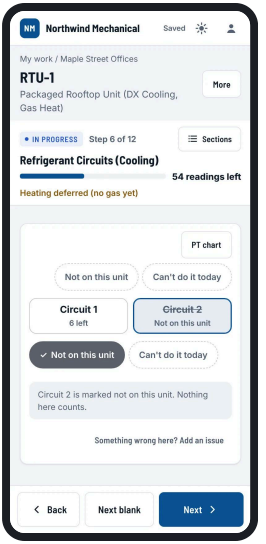
> The screen stays on while a report is open. No more waking the phone between readings.



Not on this unit

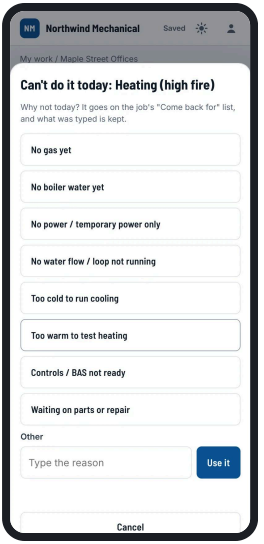
1. No circuit 2? No power exhaust? Tap **Not on this unit**.
2. That part stops counting. It prints as "Not applicable on this unit".
3. Tapped it by mistake? Tap it again.

> Picked single phase? L3 is marked not on this unit for you.

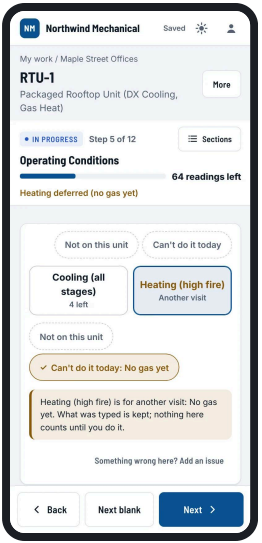


Can't do it today

1. No gas yet? Too cold to run cooling? Tap **Can't do it today**.
2. Tap the reason. Or type your own.
3. What you typed stays. It goes on the job's **Come back for** list.
4. Back to do it? Tap the same button again.

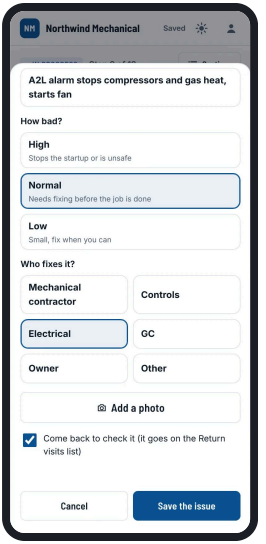


1. The part says why, and the top of the report says it too: "Heating deferred (no gas yet)".



Something wrong? Add an issue

1. Tap **Something wrong here? Add an issue**. Or, after a No: **Someone must fix it**.
2. Say what is wrong.
3. Tap how bad: **High**, **Normal** or **Low**.
4. Tap who fixes it: mechanical, controls, electrical, GC, owner, or other.
5. **Add a photo**. Tap **Save the issue**.

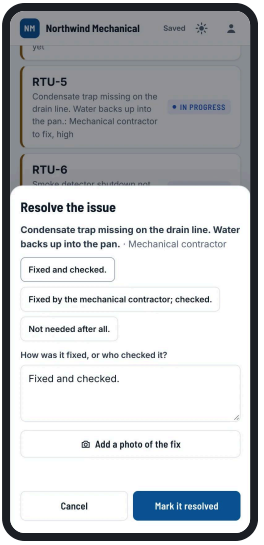


> Leave **Come back to check it** ticked and it goes on the job's Come back for list.

1. Fixed? Tap **Resolve** on the item.

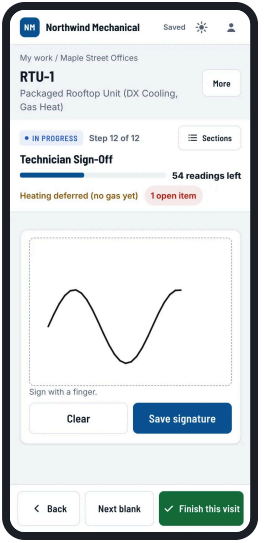
2. Tap a ready note, or say how it was fixed. Add a photo of the fix.

3. Tap **Mark it resolved**.



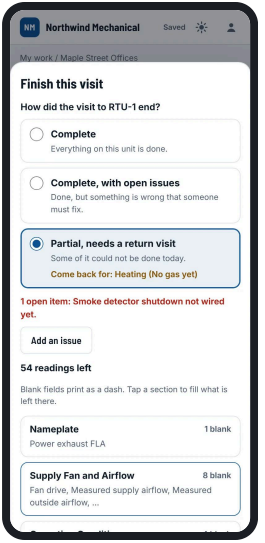
Photos and sign-off

1. Tap **Take photo**. Or pick from the phone's photos.
2. Nameplate, readings, anything wrong.
3. Last step: sign with your finger. Tap **Save signature**.



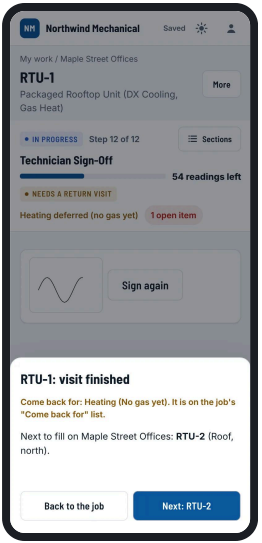
Finish this visit

1. On the last step, tap **Finish this visit**.
2. Check how it ended: **Complete**, **Complete, with open issues**, or **Partial**. It picks the likely one for you.
3. It lists what is still blank. Tap a part to fill it, or finish anyway.
4. Tap **Finish visit**. Then **Next** takes you to the next unit.



> Blank boxes print as a dash. You can always finish. A note for the office is optional.

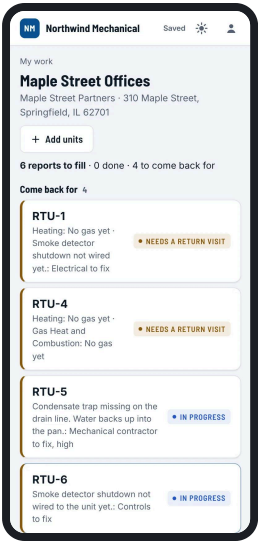
1. Next to fill on the job is shown. Tap **Next**.



Return visits

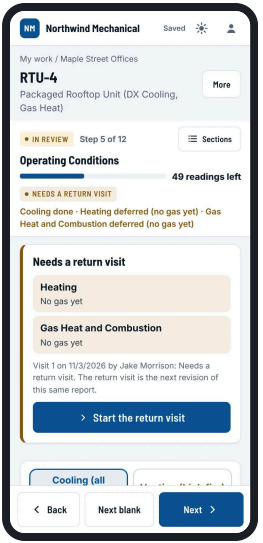
1. Open the job. **Come back for** is on top, with the reason.

2. Open items to fix show there too, with **Resolve**.



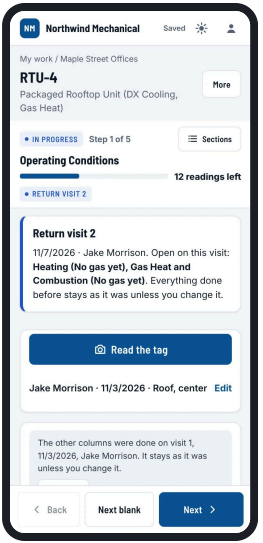
1. Tap the unit. It says what is left, and why.
2. Tap **Start the return visit**.

> It is the same report, not a new one. Today's visit goes on it as visit 2.

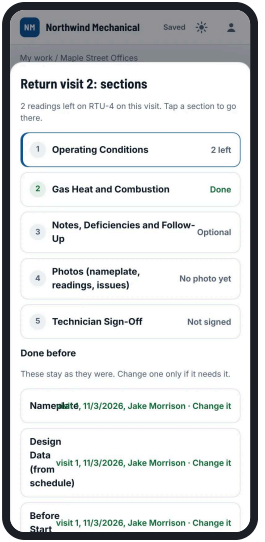


1. Only the parts you put off are open.
2. Everything from last time stays as it was.
3. Need to change an old reading? Tap **Change it**.
4. Sign. Tap **Finish this visit**.

Tapped Start by mistake?
Tap **Undo** right away.
Nothing changes.

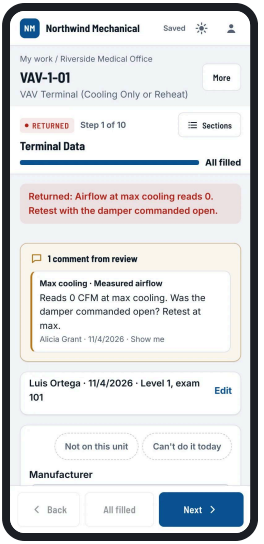


1 **Sections** lists what is open now, and what was **Done before**.



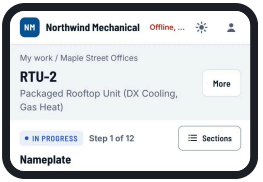
Sent back to fix

1. It is on top of My work, with the note.
2. Open it. The comments are at the top.
3. Tap **Show me**. It goes to the reading.
4. Fix it. Tap **Finish this visit** again.



No signal

1. Lost signal on the roof? Keep typing.
2. The top says **Offline, kept here**. It is all on the phone.
3. Signal back? It goes up by itself and says **Saved**.
4. Do not sign out until it says Saved.



BEING FINISHED

Opening StartupSend with no signal at all is coming. For now, open the report while you still have signal, then go up on the roof.

Quick answers

Typed it wrong?
Type over it. Every change is kept.

Wrong unit?
Fix the unit name in the details at the top (tap Edit).

Need the whole form?
More, then Show the whole form on one page.

Want the PDF?
More, then PDF of this report.

Report locked?
It is approved or with the Cx provider. Ask the office to reopen it.

Forgot your password?
Email me a sign-in link, on the sign-in screen.

Your name wrong on reports?
Your menu, then My name on reports.

Something broken?
Your menu, then Problem or idea?