

Regional Technical Service Manager Newsletter



Newsletter: 010

Date: 06/08/2016

Subject: Service letter YS-015-2016 concerning package unit sweating issue. Erratic faults on commercial units featuring the Simplicity SE control board due to improper transformer tap.

To our valued WinSupply customers.

Service letter YS-015-2016

It has come to my attention that we have had some isolated field reports of package units sweating under high humidity conditions. I would encourage all Win locations to read this service letter and order the kit outlined in the letter to remediate this issue. Johnson Controls will pay labor as outlined in the service letter to help overcome the cost burden of remediation. Please find a copy of the service letter attached to this newsletter.

Erratic faults due to low control voltage

In addition I have had some field reports concerning erratic pressure switch and smoke detector faults on commercial units featuring the Simplicity SE control board. The problem was low control voltage due to the primary tap of the low voltage transformer not being on the proper tap. Remember the unit ships with the low voltage transformer primary tap on 240 VAC. If the site voltage is 208 or close to this value, the primary tap needs to be changed to the 208 volt tap. When checking low voltage, with nothing running, it is normal to see low voltage readings in the 26-28 volt range. With the contactors, relays and controls energized, the low voltage should not fall below 24 VAC nominal.

Thank you for your attention to this service information.

In progress I am:

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*Unitary Products
Technical Services
Service Letter*

Letter: **YS-015-2016**

Date: June 7, 2016

To: All Unitary Products Branch Service, Sales, and Training Managers
All Unitary Products Distribution Service, Sales, and Training Managers

Subject: LX Series Packaged Units Cabinet Sweating

Product: PCG4, PHE4 PCE4 & PHG4

Summary: This letter is to advise of a cabinet sweating issue on the new LX Series Packaged units.

We have received a few isolated reports of cabinet sweating on the new LX Series Packaged units which were released last year. Site visits by Wichita engineering and Tech Services determined that under extreme temperature and humidity conditions, the units could experience condensation buildup in both left and right rear corners of the duct (back) panel, the vestibule panel and the utility panel.

During the inspections, we discovered gaps in some of the cabinet insulation and around the access holes for routing the wire harnesses into the control area. Based on these findings, we implemented changes in the cabinet insulation in production to address these gaps as well as providing a more robust sealant to the wire harness access holes. These changes were implemented on units produced the last week in February 2016, so units produced with serial numbers W1C6 (March 2016 date code) will contain the improved insulation.

To address units installed in the field which may experience this issue, a kit containing the appropriate insulation pieces to cover the gaps has been developed and is available through Source 1 under part number S1-37339445001.

For field installed units, this service letter provides a one hour labor allowance for the application of the kit to any unit (produced prior to March 2016) that is experiencing cabinet sweating. Make sure you reference this service letter when filing your warranty claims.

Please feel free to contact us if you have any questions.

Mark Freund
Sr. Manager, Residential Field Service
Johnson Controls Unitary Products

Robert Cabrera
Director of Engineering
Johnson Controls Unitary Products