



Johnson Controls Unitary Products  
5005 York Drive  
Norman, OK 73069  
1/877-874-7378

**DATE:** March 12, 2012

**YS-001-12**

**TO:** All York Branches and Distributors  
All York Service Managers  
All Field Service Supervisors

**SUBJECT:** New Condensate Pans – All 33” 90%+ furnace models

In follow-up to service letter YS-029-11, a new condensate drain pan has been developed for use on the 33”, 90%+ gas furnaces. The new pans are made of a polypropylene material.

The new pans have been thoroughly tested to endure high resistance to environmental stress cracks (ESC) and to perform under extreme operating conditions. However, the polypropylene material is only available in black or gray, thus we will lose the “see through” characteristic.

Information regarding the implementation of the new pans in production will be communicated in the near future. In the meantime, this is to advise you of the new pans and let you know they will be available this week through Source 1 under the following part numbers.

<b><u>Old (Clear) Pan Part #</u></b>	<b><u>Description</u></b>	<b><u>New (Black) Pan Part #</u></b>
S1-32815543001	040 Btu Condensate Pan	S1-32816417000
S1-32815537001	060 Btu Condensate Pan	S1-32816418000
S1-32815544001	080 Btu Condensate Pan	S1-32816419000
S1-32815545001	100 Btu Condensate Pan	S1-32816420000
S1-32815546001	120 Btu Condensate Pan (Non Mod)	S1-32816421000
S1-32815852001	130 Btu Condensate Pan	S1-32816423000
S1-32815546002	120 Btu Condensate Pan (Mod Only)	S1-32816422000
S1-32816404001	040 Btu Condensate Pan (Var. Speed)	S1-32816424000

This YS letter provides a one hour labor allowance (fix-on-fail) for the replacement of any drain pan with an ESC or freight damage/handling crack, subject to the return of the drain pan.

Our investigation into the cause of the ESC issues is continuing; therefore, we ask that you return any cracked pans replaced under this service letter. As before, record the serial number of the furnace the pan was removed from in permanent marker on the face of the pan before returning. If the serial number is not written on the pan, we will not be able to match it up against the claim and approve the labor.

The drain pans should be returned to:

**Johnson Controls Inc.  
801 E. 37th Street North  
Building 6, Dock 12  
Wichita, Kansas 67219**

If you observe ESC, it will be helpful to collect detailed information regarding the chemicals used at the site including type of fluids, cleaning agents, etc. used. This will help us determine if there is one common fluid that is causing this issue.

Please feel free to contact the undersigned if you have any questions. Many thanks for your help and cooperation in helping resolve this issue.

Mark Freund  
Manager, Residential Field Service  
Johnson Controls Unitary Products

Robert Cabrera  
Director of Heating Engineering  
Johnson Controls Unitary Products