



It's time to get comfortable.

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

DATE: May 29, 2013

YS-005-13

TO: All York Branch Service Managers
All York Distribution Service Managers
All Regional Managers

SUBJECT: No Fault Found Control Boards

As most of you know, we implemented the Warranty Return Center in Wichita a couple of years ago to inspect and test returned components and to work with value stream teams and suppliers to define corrective actions.

One of the components usually at the top of warranty claims is control boards. A large percentage (typically 50 – 70%) of control boards tested result in “No Fault Found” (NFF). To better understand NFF issues, we are requesting all distributors return the five control boards listed below that are replaced under warranty.

Please make sure the control board is identified with the serial number of the product it was removed from, and provide detail of the issue that was experienced. If the dealer completed a critical readings (start-up) sheet, please provide a copy with the returned board.

Properly package the parts so they do not receive further damage during transit. In most cases, you can use the package and static shielding bag the replacement board was shipped in. Damaged boards do not provide an opportunity for testing.

All warranty claims for any of the five control boards listed must have the defective board returned for analysis. We reserve the right to reverse credit for any control boards that are not returned within 30 days from the date warranty credit is issued, or for returned control boards found with No Fault Found following test. Credit reversal due to No Fault Found will not take place beyond 60 days of receipt of the board.

Credit reversals will not be enforced initially to allow time to adjust to the new policy, but we will begin enforcing the rule starting August 1, 2013. Please communicate this policy to all personnel within your company.

As you communicate with your dealers, please emphasize the training avenues available to properly diagnose control board failures. This includes the “Sequence of Operation” sections found in the installation instructions which help understand how the control board is expected to operate and our ProficienTECH training materials which provide proper troubleshooting assistance and pin-by-pin explanation of board functions.

LIST OF CONTROL BOARDS TO BE RETURNED

<u>SAP Part Number</u>	<u>Source 1 Part Number</u>	<u>Description</u>
539617	S1-33103010000	Single Stage Furnace Control Board
500644	S1-33102957000	YorkGuard VI Defrost Control Board (COMM)
663677	S1-03102993000A	Simplicity Lite
170469	S1-03109150000A	Simplicity 1A Gas/Electric Heat
536805	S1-536805	Communicating Air Handler Control Board

The boards should be shipped via FedEx to the following address:

Johnson Controls Inc.
Attn: Eric Joseph
801 E. 37th Street North
Building 6, Dock 12
Wichita, Kansas 67219

Please feel free to contact the undersigned if you have any questions.

Mark Freund
Senior Manager, Residential Field Service
Johnson Controls Unitary Products

Mario Porras
Supplier Quality Manager
Johnson Controls Unitary Products