



## SERVICE INFORMATION

Unitary Product Group  
5005 York Drive  
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**YS-007-10**

**DATE:** February 12, 2010

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

**SUBJECT:** YorkGuard VI Defrost Control Board – 524851 & 500644  
Heat Pump Models – YZB, YZE & YZH

We recently learned of a software error in the defrost algorithm of the above referenced heat pump controls that may result in more frequent defrost cycles depending on climate conditions. The additional defrost cycles may have a slight effect on system performance. The error has been corrected and controls with the updated software are now available in Source 1. This error was discovered on controls with both the “094” or “104” control logic identifier. The revised software will be identified with a “109” control logic identifier.

Units shipped from Wichita after January 29, 2010 contain new “109” control logic boards. Units that were reworked in our inventory contain a “109” green rework sticker that is placed below the carton label for identification. Any repair part kits shipped from Source 1 after January 27, 2010 contain new “109” logic controls. Following are the kit part numbers that are affected by this issue.

<u>Source 1 Part Number</u>	<u>SAP #</u>	<u>UTEC Part #</u>
S1-37323867001	500644	1157-551
S1-37323868001	500644	1157-551
S1-37323870001	500644	1157-551
S1-03102961000	524851	1157-550

The H4TS kit (S1-37323869001) was not reworked as no defrost operation is used on these A/C units.

For field installed units, this YS letter will allow replacement of the “094” or “104” defrost control boards on the Z-Chassis heat pumps which were produced between September 2009 to January 2010 or for any “094” or “104” control boards that have been installed as repair parts. Credit for the appropriate kit along with a 1.5 hour labor credit at the dealer’s registered DOA labor rate will be allowed.

For units in distributor inventory, this YS letter will allow for re-flashing of the control board. We will supply the necessary hardware to accomplish re-flashing the controls on the units in your inventory. A fair and reasonable allowance for your time and expense re-flashing the controls will be provided. Contact Mark Freund at 405-419-6609 for prior authorization to submit the billing for reworking your inventory and to obtain the hardware necessary to re-flash the boards.

We apologize for any inconvenience this has caused you or your customers.

*Mark Freund*

Mark Freund  
Manager, Residential Field Service

*Jeff Nichols*

Jeff Nichols  
Director, Engineering & Advanced Technology  
Heat Pump Products