



INSTALL CONFIDENCE

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

DATE: April 25, 2016 YS-009-16

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

SUBJECT: Update of Field Requested Control Board Return List

This letter is in follow-up to YS-005-13 and YS-004-14 concerning control boards to be returned for analysis. Due to the recent launch of the Mercury ResPack units and the upcoming release of the 16 SEER modulating heat pumps and new platform air handlers, the list has been updated to include new components introduced with those products.

We are adding two new part numbers for the ResPack control boards; 1 new part number for the AVC/MVC air handler control boards, one new part number for the LX Series split system heat pump defrost control board, four new part numbers for the inverter drives and one new part number for the heat pump main control board used on the new 16 SEER modulating heat pumps.

Please make sure the boards returned are identified with the unit serial number of the product it was removed from, and provide us with the details of the issue reported. If the dealer completed a Critical Reading/Start-Up Sheet while he was on the job, 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 allow us an opportunity for testing.

All warranty claims for the boards listed must have the defective board returned for analysis. The purpose of this policy is to help us collectively understand the reasons for defective control boards and to put appropriate corrective actions in place. Due to the importance of this activity, we reserve the right to reverse credit for control boards not returned within 30 days from the date the warranty credit is issued, or for returned control boards found with No Fault Found following testing. Credit reversal due to No Fault Found will take place within 60 days of receipt of the board. 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.

CONTROL BOARDS TO BE RETURNED – Residential

<u>SAP P/N</u>	<u>Source 1 P/N</u>	<u>Change Description</u>
500644	S1-33102957000	No change – YGVI Defrost Control Bd (COMM)
536805	S1-536805	No change – Communicating Air Handler Control Bd.
817201	S1-33103003000	No change – AH ECM COMM Control Bd
879598	S1-33103010000	No change – Single Stage Gas Furnace Control Bd
5132933	S1-03103501000	Addition – YHM 2 ton Inverter Drive
5132934	S1-03103502000	Addition – YHM 3 ton Inverter Drive
5132935	S1-03103503000	Addition – YHM 4 ton Inverter Drive
5132936	S1-03103504000	Addition – YHM 5 ton Inverter Drive
5143958	S1-33103500000	Addition – YHM Heat Pump Main Control Bd Kit
5118955	S1-33103496000	Addition – AVC/MVC Control Bd Kit
1111162	S1-03103483000	Addition – Mercury ResPack Defrost Bd
1106553	S1-03103482000	Addition – Mercury ResPack DSI Ignition Control
1111009	S1-03103498000	Addition – LX Series Heat Pump Defrost Control Bd

CONTROL BOARDS TO BE RETURNED – Commercial

<u>SAP P/N</u>	<u>Source 1 P/N</u>	<u>Change Description</u>
663677	S1-03102993000A	No change – Simplicity Lite
843639	S1-03103005000	No change – Simplicity 2/4 stage Control Bd
1032915	S1-03103022000	No change – CDR Control Bd 1 w/o COMM
1032916	S1-03103023000	No change – CDR Control Bd 2 w/o COMM
1032917	S1-03103024000	No change – CDR Control Bd 1 w/COMM
1032918	S1-03103025000	No change – CDR Control Bd 2 w/COMM
1089066	S1-03103030000	No change – Large Sunline Control Bd 2 w/o COMM
1089070	S1-03103031000	No change – Large Sunline Control Bd 2 w/COMM

Please use UPS Ground (account # 89V4F9) when shipping any of the above controls back to us. Ship to:

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

Thank you for your continued support in assisting us to address issues quickly.

Sincerely,

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

Mike Urie
Mgr, Quality & Continuous Improvement
Johnson Controls Unitary Products