



It's time to get comfortable.

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

DATE: April 25, 2012

YS-010-12

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

SUBJECT: New Condensate Pans – All 33” 90%+ furnace models - Production Update

Wichita Production

In follow-up to service letters YS-029-11 & YS-001-12, new condensate pans were implemented into production on all 33” 90%+ gas furnaces the last two weeks of March. Units produced in March and April (unit code dates W1C2 & W1D2) containing the new pan are marked with a blue dot on the carton label.

Wichita Inventory

Any remaining inventory of furnaces in Wichita as of May 1st, are being reworked to the new pans and will also be marked with a blue dot on the carton label. Therefore, any 33” 90%+ gas furnace (regardless of code date) shipped from Wichita after May 1st will contain the new pan.

Repair Part Inventory

Credit will be issued for existing repair part inventory of clear pans. Send an e-mail to Lee Sims at Willard.L.Sims@jci.com and provide the quantity of pans you have (by part number). Our warranty department will process a credit to your account. For the time being, we request you hold your inventory until advised if the pans are required to be returned.

The new pans are available through Source 1 under the following part numbers:

<u>Old (Clear) Pan Part #</u>	<u>Description</u>	<u>New (Black) Pan Part #</u>
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

Field Installed Units

For field installed units, we encourage dealers to check the condensate pans while on spring or fall preseason maintenance calls. If found cracked or leaking, the pan should be replaced and a warranty claim must be filed under service letter YS-001-12. 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 are to be returned to:

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

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

Lee Sims
Manager, Warranty Administration
Johnson Controls Unitary Products