



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

TECHNICAL SERVICE

DATE April 2, 2008

YS-013-08

Fix on Fail Only

TO: All York Distributor Service Managers
All York Branch Service Managers
All Field Service Supervisors

Subject: Condenser ECM motor mechanical failures (SAP 129751, S1-02435582000)

Units: B1HX-*048, D2NP-*060, D1NX-*036-048, D1NY-*037, D2NP-*060, D2NX-*036-048

Production dates: Jan 2006 – November 2007 (N0A6xxxxxx-N0M7xxxxxx)

We have received a number of reports from the field regarding condenser ECM motor failures. The outdoor motor used on the units listed is an ECM-142 type. This ECM unit is comprised of a control head and direct current (DC) 3 phase motor. These outdoor motors are programmed to run either 900 or 1100 RPM.

These motors have three magnets glued to the rotor with an epoxy. Regal Beloit and UPG engineering investigated the motor failures. This investigation revealed adhesion issues with the magnets on a small number of field returned motors. The magnet(s) would come loose and possibly fall against the stator. This type of failure would cause a stuck rotor or the shaft would simply rock back and forth. Regal Beloit production processes were examined and run-test analysis were performed on several samples to determine best practice for preventing this type of failure. Improvements included replacing the Regal manufactured sleeve with a solid sleeve rotor and a new p-bond adhesive in all OD ECM motors produced since October 12, 2007.

This letter provides coverage for motors that have a mechanical failure and fall between the serial dates January 2006 through November 2007. Mechanical failure would be either stuck rotor or the rotor continues to rock back and forth when trying to start. UPG will provide a 1 hr labor warranty credit for changing the motor. File standard warranty claims and reference this letter.

All failed motors claimed against this letter must be returned for analysis. Check the quarterly return listing for return address. If you encounter a motor with an electrical failure, standard warranty would apply.

We are sorry for any inconvenience this may have caused.

Sincerely,

Ken Blakley
Ken Blakley
Field Service Supervisor

Len Renfro
Len Renfro
Field Service Supervisor

Pat Gavula
Pat Gavula
Commercial Engineering