



It's time to get comfortable.

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

DATE: August 13, 2012

YS-013-12

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

SUBJECT: New Condensate Pans – All 33” 90%+ furnace models – Follow-Up

This letter is in follow-up to service letter YS-010-12 in which we provided an update on furnace production with the new condensate pans and advised that we would issue credit for your existing repair part inventory of clear condensate pans. At that time we requested you hold your inventory of clear condensate pans until we could determine if we needed them returned.

We are continuing our investigation into the root cause for the cracks and request that you send us a random sample of (10) of the clear pans you are holding. You may scrap any remaining (new clear) pans.

The parts numbers of the clear pans are:

<u>Old (Clear) Pan Part #</u>	<u>Description</u>
S1-32815543001	040 Btu Condensate Pan
S1-32815537001	060 Btu Condensate Pan
S1-32815544001	080 Btu Condensate Pan
S1-32815545001	100 Btu Condensate Pan
S1-32815546001	120 Btu Condensate Pan (Non Mod)
S1-32815852001	130 Btu Condensate Pan
S1-32815546002	120 Btu Condensate Pan (Mod Only)
S1-32816404001	040 Btu Condensate Pan (Var. Speed)

In order to keep the shipments of these pans separated from the failed pans you have been returning for the labor credits, we need this sampling of pans shipped to:

Johnson Controls – UPG
Attn: Mike Colin
3120 N. Mead
Wichita, KS 67219

These pans should be returned to us freight collect via FedEx Ground. Use account number 184046121. Please feel free to contact the undersigned if you have any questions.

Mark Freund

Robert Cabrera

Mark Freund
Manager, Residential Field Service
Johnson Controls Unitary Products

Robert Cabrera
Director of Heating Engineering Manager,
Johnson Controls Unitary Products