



*Unitary Products
Technical Services
Service Letter*

YS-015-2016

Date: June 7, 2016

To: All Unitary Products Branch Service, Sales, and Training Managers
All Unitary Products Distribution Service, Sales, and Training Managers

Subject: LX Series Packaged Units Cabinet Sweating

Product: PCG4, PHE4 PCE4 & PHG4

Summary: This letter is to advise of a cabinet sweating issue on the new LX Series Packaged units.

We have received a few isolated reports of cabinet sweating on the new LX Series Packaged units which were released last year. Site visits by Wichita engineering and Tech Services determined that under extreme temperature and humidity conditions, the units could experience condensation buildup in both left and right rear corners of the duct (back) panel, the vestibule panel and the utility panel.

During the inspections, we discovered gaps in some of the cabinet insulation and around the access holes for routing the wire harnesses into the control area. Based on these findings, we implemented changes in the cabinet insulation in production to address these gaps as well as providing a more robust sealant to the wire harness access holes. These changes were implemented on units produced the last week in February 2016, so units produced with serial numbers W1C6 (March 2016 date code) will contain the improved insulation.

To address units installed in the field which may experience this issue, a kit containing the appropriate insulation pieces to cover the gaps has been developed and is available through Source 1 under part number S1-37339445001.

For field installed units, this service letter provides a one hour labor allowance for the application of the kit to any unit (produced prior to March 2016) that is experiencing cabinet sweating. Make sure you reference this service letter when filing your warranty claims.

Please feel free to contact us if you have any questions.

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