



***Unitary Products
Technical Services
Service Letter***

Letter: **YS-015-2017**

Date: November 21, 2017

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

Subject: S1-02547280000 & S1-02547281000 Ambient Sensors

Product: CH16, HC20, HL20, QH4B, RHP14, TH16, TH4B, THE, YHE, YHM & YZV Heat Pumps

Summary: This letter serves as an alert on the ambient sensors that are used on these new platform heat pumps.

This past summer, we received reports of the above referenced ambient sensors failing on our new platform heat pumps shortly after installation/commissioning. The failure mode is locking the heat pumps out in the Cooling mode.

Checking the resistance of the suspect sensors shows them to be out of tolerance from the standard 10K ohm resistance chart, which is causing this lockout condition.

Our engineering department worked with the vendor to identify the root cause of the failure, but in the meantime, we wanted to advise a temporary solution by using the ambient sensor from our legacy products (S1-02542683000/SAP part# 503380). They will need to add two zip ties to the wire harness as a means to mount the sensor in the control box. The attached drawings reference where the zip ties will be located on the new sensors being set up as replacement parts. The zip ties should be located approximately $\frac{3}{4}$ " above the sensor body to allow the sensor to hang through the opening on the control box.

The legacy ambient sensor used spade terminals instead of the Tyco connector that is found on the S1-02542683000 sensor. In order to continue using the Tyco connector, the dealer will need to splice the wires from the new replacement sensor into the wires of the failed sensor.

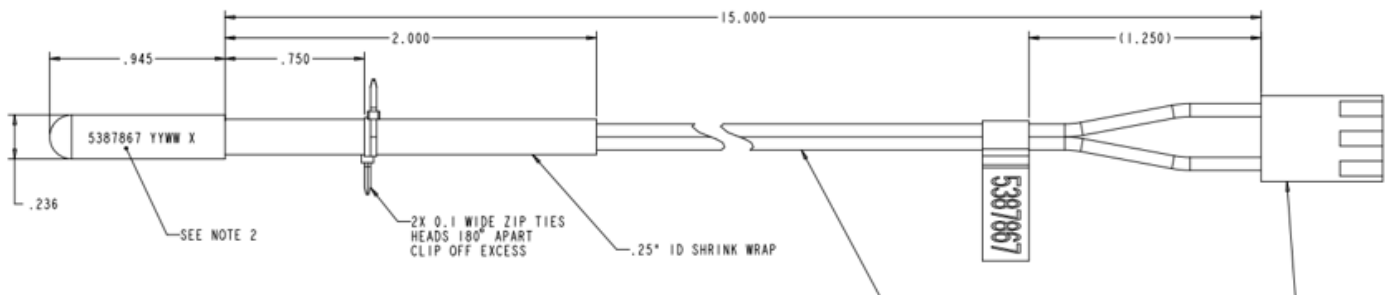
This YS letter provides a one hour labor allowance plus credit for replacement of the ambient sensor on a fix-on-fail basis.

The vendor expects to be able to supply us the modified sensors for production the first part of December. We should also have the S1-02549812000/SAP# 5387867 and S1-02549813000/SAP# 5392214 repair part sensors in Source 1 stock around the same time. These sensors will not require any modifications when used for replacement parts.

A handwritten signature in black ink, appearing to read "Mark Freund".

Mark Freund
Sr. Manager, Residential Field Service
Johnson Controls Unitary Products
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- 5387867 – SENSOR, TEMP - AMBIENT 15IN W/TIES



- 5392214 – SENSOR, TEMP - AMBIENT 45IN W/TIES

