



It's time to get comfortable.  
Johnson Controls Unitary Products  
5005 York Drive  
Norman, OK 73069  
1/877-874-7378

**Date:** October 12, 2011

**YS-025-11**

**To:** All York Distributor Service Managers  
All York Regional Service Managers  
All York Branch Managers  
All York Distributor Managers

**Subject:** Issues with No Fault Light on Ignition Board, Failure to Ignite Pilot

**Units:** 3 – 6 Ton Small Sunline Package Units

In late 2010 reports were received a regarding “failure to ignite pilot” condition with no fault code indicated on the ignition control.

Investigation concluded that the igniter was producing erratic spark. The spark should be from the end of the electrode to ground to ignite the pilot gas. The spark was exiting the probe to any closer ground point, such as the screw used to attach the igniter and surrounding metal pieces. This erratic operation produced electrical noise that affected the logic of the ignition board.

The solution is a new igniter with the extended ceramic and shortening of the screw holding the igniter to .25”, preventing the spark from grounding to the screw.

A replacement igniter kit, part number S1-37331175000, includes the extended ceramic igniter (S1-02646749000 (SAP# 692207)) igniter and a new mounting screw (S1-692208).

This letter provides reimbursement for the kit and one hour labor at the registered warranty rate for units built within the serial number range of 2/1/06 and 4/31/11. (N0B6\*\*\*\*\* - N1D1\*\*\*\*\*). To claim credit, file a standard warranty claim and reference this letter.

Bruce Porter  
Commercial Service Manager  
Johnson Controls Unitary Products

Steve Cherry  
Director, Commercial Engineering  
Johnson Controls Unitary Products

