



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

## SERVICE INFORMATION

### YS-033-07

**Date:** June 21, 2007

**To:** All York Distributors  
All York Branches  
All Field Service Supervisors  
All Warranty Personnel

**Subject:** Third Quarter 2007 Failed Parts Return Listing

This letter is intended as an update and supercedes previous Service Letter YS-010-07 identifying failed parts to be returned for analysis.

We continue to request the return of the small number of parts listed on the attached letter for many reasons. Reasons range from vendor policy (compressors within the first 20 months of operation), to environmental (mercury bulb t-stats). Most importantly, we want selected failed parts returned, to allow us to promptly analyze irregular component failure patterns, to reduce warranty expense, and to increase the reliability of the product. This return parts listing will continue to be upgraded regularly, and you will see items added and removed from the list regularly, based on component failure trends.

The attached component spreadsheet defines the parts to be returned by part description, contact person responsible with telephone number, and the return ship to address. Parts should be returned to the identified location, freight collect. For items returned UPS freight collect please refer the accounting authorization code 697-681. Please package failed components carefully as not to cause transit damage of the returns which will impact our ability to analyze the accurate cause of failure.

Please remember that in addition to returning this small number of identified parts, the UPG Warranty Department is requesting that distribution retain all failed parts claimed for credit for a period of 30 days from the date of claim entry. All parts with the exception of failed compressors, within 20 months of equipment startup, should be held either at the Contractor's place of business, or at the Distribution Center. This process allows our plant quality engineers and suppliers to promptly inspect, analyze, and correct any component, which may experience an irregular or abnormally high failure rate.

Thank you for your continued support in returning this small number of critical parts.

*Robert M. Napp*

*Lee Sims*

Robert M. Napp  
Senior Manager UPG Field Service

Lee Sims  
Supervisor, UPG Warranty Administration

Date: 6/21/07



2007 3rd Quarter Failed Parts Return Listing

<u>Part(s)</u>	<u>Description</u>	<u>Contact Person</u>	<u>Phone</u>	<u>Start Date</u>	<u>Return Address</u>	<u>UPS Account# 697-681</u>
Semi-Hermetic Compressors	Failed beyond 20 months of Manf.	Lee Sims	316/260-2922	N/A	GR Compressors, Inc. C/O York 298 Messner Dr. Wheeling, IL. 60090 (Freight Collect)	
Mercury Bulb Room ThermoStats	Envrinmental Disposal Concerns	Bob Napp	405-419-6602	N/A	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike (Freight collect)	
<b>Product Report Returns</b>						
<u>Parts returned on a product report issue</u>						
		John Terry, Split Indoor	405/419-6681	N/A	Return to location designated on product report return section.	
		Len Renfro, Commercial	405/419-6592	N/A	Make sure item/unit is marked with the Product. Report number	
		Todd Bracey Res. Split HP&A/C	405/419-6886	N/A	and addressed to person listed on the return form.	
		Ron Butcher, Furnaces	405/419-6605	N/A	Units may require a return tag to be applied to the unit. Call.	
		Ken Blakley, Packaged 2-5 Ton	405/419-6589	N/A		
<b>Norman Plant Items</b>						
	<b>SAP Number</b>					
S1-024-25005-001 / 004	6879 or 6881	Fasco Inducer Motors	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
S1-026-33999-001	8991	" "	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
S1-024-35584-000	161515	" "	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
024-35322-000	175135	" "	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
026-39532-000	102529	" "	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
024-25119-000	6909	AOS Condensor Fan Motor	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
024-34550-001 / 002/ 003	7250 or 7251 or 7252	AOS Condensor Fan Motor	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
024-34551-001/ 002 / 003	7253 or 7254 or 7255	Condensor Fan Motor	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
	7188 or 7189 or 7190 or					
	7191 or 7192 or 7193 or					
	7194 or 7195 or 7196					
024-32068-001 through 009		AOS 56 FRAME MOTOR'S	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
024-19623-009 and 017	6755 and 6758	AOS Motor	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
031-01997-000	66182	U-Tech CONTROLS, MILLENNIUM, SIMPLICITY	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
031-09155-000A/12808	128808	Time Delay PC Board	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
S1-03109150000	170469	1A with 4 stage firmware program	James Perkins	405-419-6374	5005 York Drive North	Norman, OK 73069
S1-03109150001	254747	1A Heat Pump	James Perkins	405-419-6374	5005 York Drive North	Norman, OK 73069
S1-03109150002	254746	1A Gas/Electric	James Perkins	405-419-6374	5005 York Drive North	Norman, OK 73069
S1-03109151000	167522	1A with 4 stage Special	James Perkins	405-419-6374	5005 York Drive North	Norman, OK 73069
S1-03109154000	174538	Lite Heat Pump	James Perkins	405-419-6374	5005 York Drive North	Norman, OK 73069
S1-03109158000	175605	Lite Gas/Electric	James Perkins	405-419-6374	5005 York Drive North	Norman, OK 73069
S1-025-38232-000	65997	ACTUATOR W/CONTROL	Dusty Horton	405/419-6682	5005 York Drive North	Norman, OK 73069
<b>Apodaka Plant Items</b>						
S1-024-31940-000	Motor	John Terry	405/419-6681	11/2/2002	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
S1-024-31947-000	"	John Terry	405/419-6681	"	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
S1-159480	PSC Control Board	John Terry	405/419-6681	6/1/2006	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
S1-159481	Variable Speed Control Board	John Terry	405/419-6681	"	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
<b>Wichita Plant Items</b>						
S1-024-31954-000	Motor, ECM	Todd Bracey	405/419-6886		8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
S1-024-34585-001	"	Todd Bracey	405/419-6886	4/2/2003	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
Microchannel Outdoor Coils	Any Leaking Microchannel OD Coils	Todd Bracey	405/419-6886	"	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
S1-265901,902,903,&904	W/R Ignition Control Module	"	"	"	"	
S1-024-32057-000	Inducer Motor	Ron Butcher	405/419-6604	"	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
S1-031-09117-000	New 2 Stage Furnace Module	Ron Butcher	405/419-6604	"	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
S1-02427531000	GE Compressor Contactor	Ron Butcher	405/419-6604	2/24/2004	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
4HK Heat Kit Accessories	4HK Heat Kit Accessories	Todd Bracey	405/419-6886	6/12/2007	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
		John Terry	405/419-6681	6/12/2007	8909 E. 35th St. North, Wichita, KS. 67226 Attn. Rocky Pike	
<b>General</b>						
Bristol TS Compressors	Failed Within First 20 Months	Lee Sims	316/260-2922	2/24/2004	Return to Bristol Corp.	
Bristol Benchmark Recip.Comprs.	Failed Within First 20 Months	Lee Sims	316/260-2922	"	Return to Bristol Corp.	
Bristol Scroll Compressors	Failed Within First 20 Months	Lee Sims	316/260-2922	"	Scroll Technologies, One Scroll Drive, Arkadelphia, AR 71923	
Danfoss Scroll Compressors	Failed Within First 20 Months	Lee Sims	316/260-2922	"	Scroll Technologies, One Scroll Drive, Arkadelphia, AR 71923	

Copeland Hermetic Compressors	York Branch Returns Only, 1st 20 Months	Lee Sims	316/260-2922	"	York Branches Only - Return to Copeland
S1-024-35329-000/163971	Blower, Induced Draft- Jakel, 1 spd. 80%	Ron Butcher	405/419-6604	5 06/06	8909 E.. 35th St.N. Wichita, KS. 67266 Attn: Rocky Pike
S1-024-27653-000/17452	Blower, Induced Draft- Fasco,2spd. 80%	Ron Butcher	405/419-6604	"	"
S1-024-34558-000/17503	Blower, Induced Draft - Fasco, 1spd.90%	Ron Butcher	405/419-6604	"	"
S1-024-34589-000/67117	Blower, Induced Draft - Fasco, 2spd.90%	Ron Butcher	405/419-6604	"	"
S1-031-09140-000/155941	Modulating Control For PSC Blower Motor	Ron Butcher	405/419-6604	"	"
S1-171334	Modulating Control For ECM Blower Motor	Ron Butcher	405/419-6604	"	"
S1-029222291000	DUCT SMOKE DETECTOR	Lee Sims	316/260-2922	2/21/2006	Air Products and Controls, attn: Jeanie Stock, 1749 E. Highwood, Pontiac, MI 48
S1-SL-2000-N	DCT SMK DET-ION 4WRE/UNV HITEM	Lee Sims	316/260-2922	"	"
S1-SL-2000-P	DCT SMK DET-PHOTO 4/UNIV LOFLO	Lee Sims	316/260-2922	"	"
S1-MS-RH/KA/P/A/T	RMTE ALRM HRN W/3LED KEY RESET	Lee Sims	316/260-2922	"	"



