



## SERVICE INFORMATION

### Johnson Controls

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

**Date:** October 23, 2007

**YS-067-07**

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

**Subject:** Horizontal AHP, AVY air handlers in high humid conditions.

We have had some complaints in Florida and Louisiana regarding excessive condensate development when operating in a horizontal unconditioned space. The issue was condensate water on the coil distributor assembly would run down the face of the foil back insulation and miss the horizontal drain pan. The insulation would become saturated with cold water causing the outside metal skin of the air handler to develop condensate.

After a site visit to both regions, it was noted there were some application issues that compounded the problem.

1. High Static. Poor duct design does not allow for sufficient supply and return air. High static air filters were used. Static pressure measured was .75"wc. Should be less than .5"wc.
2. Incorrect wiring. The new control is designed for two stage applications. One control was used in a single stage application but wired for two stage operation. This caused a colder than normal evaporator coil. A temperature drop of 27 degrees was measured across the coil.
3. Knock outs on the air handler not sealed. It was noted that the low voltage wires and the high voltage wires were not properly sealed. This became an entrance point for hot humid air in the control section.
4. Thermostats set at 68 degrees. The occupant's desire for a cold condition space made for colder return air temperatures in the air handler. Engineering designed and air handler cover wrap for extreme humid conditions to keep the outside metal skin from developing condensate.

In April 2007, Engineering designed and implemented a condensate deflector to direct condensate water back into the drain pan. Products manufactured in April 2007 (A0D7) and after will have the condensate deflector installed from the factory. On products manufacture before April 2007, a kit was developed. This kit is recommended for customers who are experiencing this problem with units in a horizontal unconditioned space application. Current installation instructions provide detailed information on positioning the deflector for horizontal applications. It is important the contractor review and eliminate any of the above mentioned contributors.

A one hour labor allowance will be paid on warranty claims for a horizontal AHP or AVY air handler in need of the deflector kit. The serial number has to be before April 2007 (A0D7). To insure proper credit, please make reference to this service letter when submitting your warranty claim.

Kit part numbers:

S1-37323890002 BAFFLE, CONDENSATE KIT B-CABINET  
S1-37323890003 BAFFLE, CONDENSATE KIT C-CABINET  
S1-37323890004 BAFFLE, CONDENSATE KIT D-CABINET  
S1-37323890005 BAFFLE, CONDENSATE KIT 33" HORIZONTAL

The above kits come with the appropriate amount of fastener clips. For additional fastener clips, the part number is: S1-02131402000.

Sincerely,

**John Terry**  
UPG Field Service Manager

**Thompson Matambo**  
Wichita Residential Product Engineer