



***Ducted Systems
Technical Services
Service Letter***

Letter: **YS-003-2020**

Date: July 27, 2020

To: Ducted Systems (Factory Direct) S1 HVAC Branch Service, Sales, and Warranty Managers
Ducted Systems (UPG/Applied) Distribution Service, Sales, Warranty Managers

Subject: **Unit Harness Modification for Condensate Overflow**

Product: **27.5 to 50T Select RTU**

Effective: **January 1, 2020** Expires: **December 1, 2020**

Summary: **During the end of line testing we discovered the condensate overflow switch would not shut down the unit when the switch tripped.**

We found the condensate overflow switch had 24V applied to both sides of the switch. Wire 238/Red was tied into TB1 from the R terminal on the UCB. This caused the condensate overflow switch to stay energized in water overflow conditions.

Immediately a deviation was put into place to correct this issue. Some distribution partners received units before this correction was implemented on the line. The serial # range is N2A0 through N2E0. The instructions for both the cooling only and gas / electric units are attached. Before you perform service, turn off the main power switch to the unit.

This YS letter will cover 1- hour labor at the standard warranty rate for the rework of the wiring issue. A new wiring diagram will need to be applied to the unit. Contact Tech Services for a warranty voucher and a new wiring diagram that should be applied to the unit. Apply this YS letter to the warranty claim.

We apologize for any inconvenience this may cause. If you should have any questions or concerns please contact Tech Services at 877-874-7378.

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