Ducted Systems
Technical Services
Service Letter

Letter: **YS-007-2020**

Date: **October 15, 2020**

To: **All Ducted Systems Channel Partners**

Subject: **Premier Supply Fan Tracking**

Product: **All Premier 25-50T units with Supply and Return Fan Airflow Measurement**

Effective: **October 15, 2020** Expires**:** **October 15, 2021**

Summary: We have identified an operational issue with the Premier RTU when using fan tracking. The symptom you will see on site is that the return and supply fans will not track properly when the return fan differential flow (RFDiffFlow-Sp) setpoint is above 500 CFM. When set below 500 CFM the tracking operates as expected.

On all 25-50T Premier units with a return fan, AND return fan airflow measurement, AND supply fan airflow measurement, the RTU controller automatically enables fan tracking. In fan tracking mode, the return fan will be controlled to an operational setpoint CFM (OprRFFlow-Sp) which is calculated by the difference between the supply CFM (SF-Flow) and the return fan differential flow CFM setpoint. What we have found is when the return fan differential flow setpoint is set to a value above 500 CFM fan tracking does not function and the return fan remains at the last commanded speed. We have identified and corrected the problem in the firmware and are in the process of validation testing prior to its release. We are also in the process of scheduling the updated firmware to be implemented on the production line. If you are experiencing an issue such as this with your Premier RTU please contact us and we will provide you the necessary material and information to correct its behavior.

We apologize for any inconvenience this may have caused.

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