



*Unitary Products
Technical Services
Service Tips Letter*

Letter: **ST-002-2018**

Date: January 22, 2018

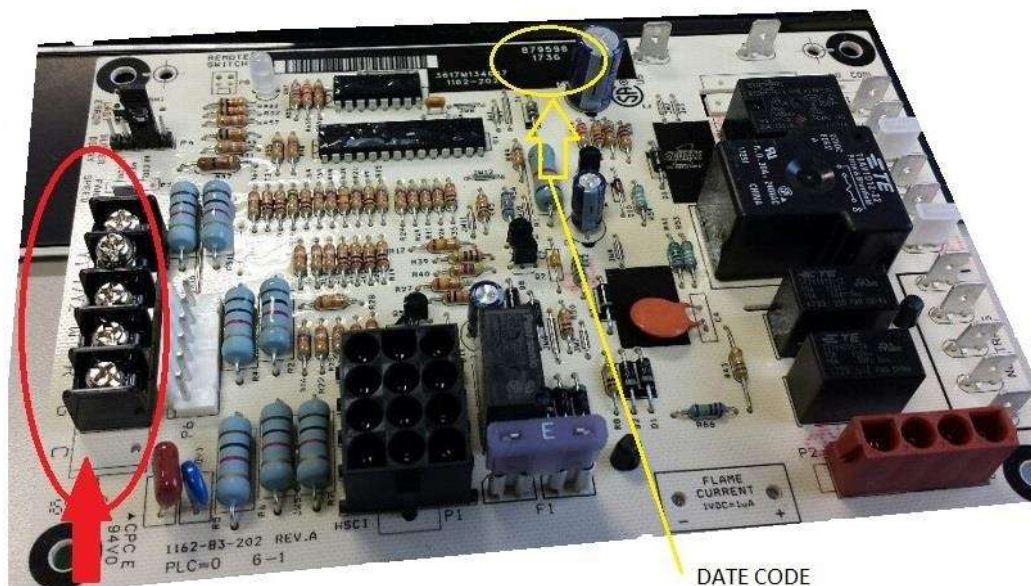
To: All Unitary Products Branch Service, Managers
All Unitary Products Distribution Service, and Training Managers
All Regional Managers
All Field Service Supervisors

Subject: **Ignition control board defect**

Product: Residential single stage PSC gas furnaces.

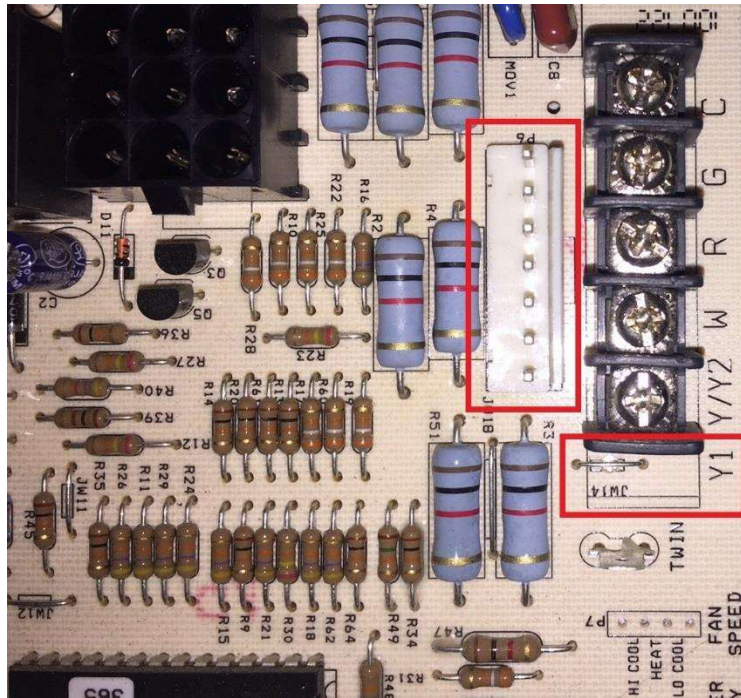
Summary: This letter is to advise of a manufacturing defect found on the residential single stage PSC gas furnace ignition control board 879598 (S1-33103010000) used during production.

It was recently discovered that the control board low voltage terminal block has inadvertently been shifted over one space leaving the field wired COMMON connection to the control with no terminal to connect the field supplied thermostat wiring to. According to the control board manufacturer, the affected date code of the board is 1736. This defect is limited to a very small number of control boards. We have received reports of only **TWO** incidents to date of this defective board issue. Below is a photo of a defective board.



Note the red circle and arrow. This illustrates the missing 24VAC thermostat common connection. The location of control board date code is circled in yellow.

Below is a photo of a correct control board.



Note the red rectangle outline with the wire jumper inside it. It is labeled Y1. This is correct for the single stage PSC model control board.

Each and every furnace goes through a factory run test and must pass it prior to being packaged and shipped out. In the photo above there is a red rectangle outline around a plastic low voltage connection header labeled “P6.” The run test station on the assembly line connects to this P6 connector in lieu of connecting to the field thermostat wiring connection screw terminals. Since run test does not connect to the screw terminals, the furnace control was able to pass run test.

Using the serial numbers from the pieces of equipment reported to us containing defective control boards we checked our finished goods inventory here. We happened to have 71 units within the same serial number range at the Wichita distribution center. Quality has checked all 71 units and the control boards are correct. The control board can be verified without removing any packaging material from the furnace as you can see the control board terminal block through the oval sight glass in the furnace blower door.

If a control board defect of this type is found, please report it to the Residential Distributor Support team as we will require the control be returned to us for vendor analysis. The control board can be replaced with S1-33103010000 and claim one hour labor using the standard unit warranty. If further information becomes available, it will be provided with an update to this letter.

Casey McConnaughey
Field Service Supervisor
Residential Distributor Support
UPG Technical Services
Johnson Controls Unitary Products