![YORK - It's time to get comfortable.]

DATE: October 28, 2014   **ST-030-14**

TO: All York Branch Service Managers
              All York Distribution Service Managers
              All Regional Managers

SUBJECT: Touch Screen Communicating Control S1-TTSCCxx Warranty Claims

It has come to our attention a high percentage of Communicating Controls have been returned with No Fault Found. The purpose of this letter is to make dealer/distributors aware of some common issues seen from the field, share common Communicating Control troubleshooting tips and provide an introduction to new Warranty Return Form requirements.

Effective immediately, you must return a failed Communicating Control with a completed **Communicating Control Warranty Return Form;** included in the box with all new Communicating Controls, as well as available on UPGnet. The purpose of this form is to document the conditions experienced in the field which so far have not been captured. The form will be required on the faulty controller, not the replacement unit.

Field Troubleshooting:

Wiring:
Ensure that no more than one wire is under a single screw terminal on any component. (furnace control board, zone panel) see picture. Failure to do so can lead to communication issues within the system, and ultimately misdiagnosis of the Communicating Control.


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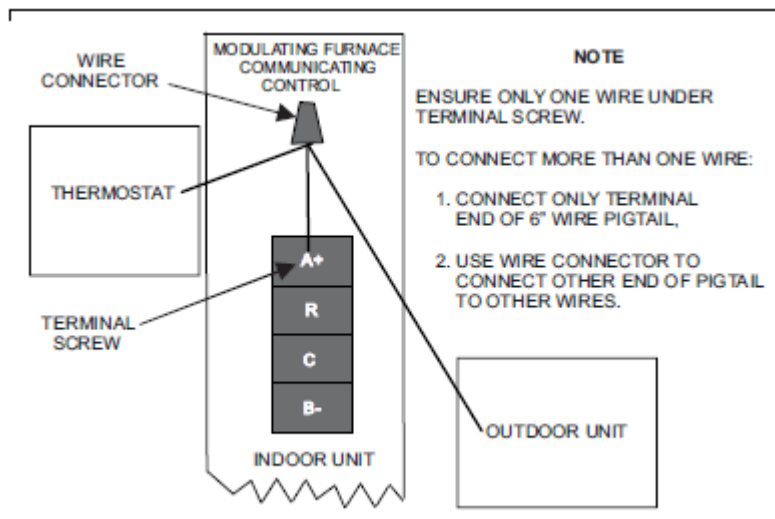
Component replacement:

If you are faced with replacing a control board in either the indoor or outdoor equipment or ADDING an outdoor unit, you should follow these steps before attempting to make changes to the system:

1. Enter the service mode of the communicating control, and navigate to the "restore defaults" option. Menu>Tools/Settings>Administrator Tools>Restore Defaults.
    Proceed through this screen:
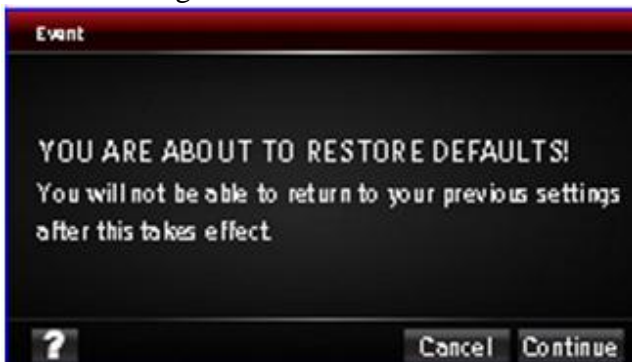

    The very next screen you should see is this:

    Now STOP, at this point remove the Communicating Control from the wall.

2. Disconnect power from the entire system.
3. Replace the defective component or add the desired piece of equipment at this time.
4. Re-connect power to the entire system.
5. Re-attach the communicating control to the base, and allow it to power back up, at this point the communicating control has been restored and is ready to be set-up.
6. When you reach the point in the set-up it asks what the outdoor equipment is:
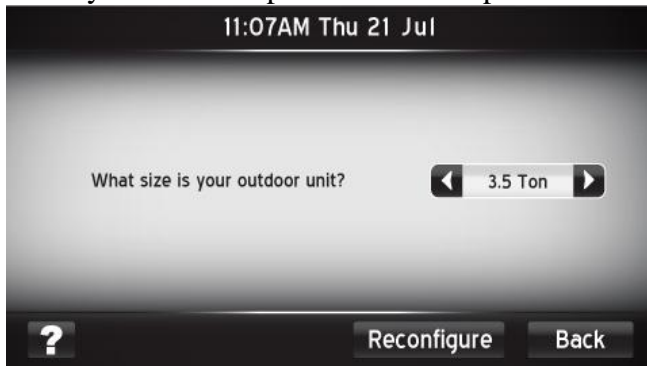
    This is **VERY IMPORTANT**, you must tell the communicating control what the actual tonnage is of the equipment, failure to do so WILL LOCK the wrong airflow data into the system, and you WILL NOT be able to change it without replacing the outdoor control board.

Firmware Updating:
Make sure the thumb drive being used, only has the unzipped files of the firmware on it, and does not have any additional data stored on it. The 4 files you should have will be; "flash.h", "image.hex", "load.h" and "text.h". Failure to unzip the main file will result in an unsuccessful firmware update. Having additional files on the thumb drive may result in an unsuccessful firmware update.

Should you need further assistance please call in to UPG technical services at 1-877-874-7378

Communicating Control Warranty Return Form
To date the current process has not allowed the collection of field data. The purpose of this form is to collect as much data as possible from the site, to allow our controls team to study the environment the Communicating Control was operating in. To encourage dealer/distributor participation we are going to require completion of this form for warranty credit to be applied. This form will be available through multiple outlets. It will be included with all new communicating controls in the box, it will be available on UPGnet for download, and it is also attached to this letter.

To find software version:
From the home screen>Menu>Settings>Sound; software version is located at the top of the screen.

To find system ID:
From the home screen>Menu>Status>touch the box next to "thermostat" text; system ID will appear in the top white box.

Should you need further assistance please call in to UPG technical services at 1-877-874-7378

Tim Welch   Jedidiah Bentz
Field Service Supervisor   Manager System and Controls
Johnson Controls Unitary Products   Johnson Controls Unitary Products

Johnson Controls

System and Controls Group

3110 N. Mead Wichita, KS 67219

Communicating Control Warranty Return Form

Claim Number:

Dist:	Report Date:	System ID: See inst. Page	Software Rev: See inst. Page
	Phone Number:	E-mail Address:	

Dealer:	Address:	City, ST:	Phone:

Consumer:	Address:	City, ST:	Phone:

Description of problem – Include as much detail as possible: Including what the problem was, what time did the problem occur, would you have called a dealer, what did you see (take pictures if you can), what you think is wrong with it (design, UI issues, broken equipment, etc…), was your house comfortable, what led you to think there was a problem, etc…

TSTAT Mode (Non-Programmable, Programmable, Advanced Programmable):

Date and Time (12/11/2009; 7:54 a.m. – 8:30 a.m.):

Fan Mode (Manual, Auto):

Humidity Mode (Manual, Auto):

What led you to think that there was a problem?

What was the issue?

What do you think is wrong with it?

Device ID:

Wi-Fi: Signal strength bars:

Wi-Fi (Yes/No):

System used with a zoning panel(Yes/No):

ID Model Number:

OD Model Number:

Aux board if used(Yes, No):

Did control show connection to wireless network then disconnect:

Broadcast Signal type 2.4Ghz or 5Ghz:

Router Brand and Model:

MAC Address filtering on users router (Yes, No):

Any obstacles, distance away, vertical separation:

Security level page WPA1, WPA2, WEP, unsecured:

Was factory technical support contacted, if yes case number:

Was service tips letter consulted(Yes/No):

What did you do to fix the issue?

What is your recommendation to address this issue?