



VAST-19-01

Service Tip

02/23/19

***Subject: Programming error in AE Air Handler motors, Style D only***

Please be advised, it has come to our attention that a certain production range of York “AE” model air handlers has a programming error associated with the blower motor. While this is not a safety issue, it could affect comfort. Therefore, we are asking for your help with the resolution. More details below.

The AE model air handling units utilize a 5-speed standard ECM constant torque blower motor. Blower motor torque values (blower motor speeds) are selected by physically connecting the appropriate 24VAC low voltage wire to the desired blower motor speed tap. The blower motor speeds on these AE models use tap #1 as the lowest speed and tap #5 as the highest speed. Blower motor speeds are increased from speed tap #1 to speed tap #5. The affected revision “D” model air handling units have a motor program that reversed the speed taps. Specifically, tap #1 is high and #5 is low.

A standard ECM motor can receive simultaneous inputs and the motor program gives priority to the highest speed tap (#1 to #5) energized. In this incorrectly programmed module, with tap #1 as the highest speed and tap #5 as the lowest, this can result in lower than expected airflow. Again, it’s important to note this is not considered a safety hazard but could result in nuisance limit switch trips. To eliminate this potential for nuisance service calls the factory is recommending all Style D units have the module and/or the module-motor combo replaced with the correctly programmed version.

Contractors receiving this letter are known to have purchased and installed Style D units impacted by this programming issue. Our suggestion would be to include the module replacement as part of any scheduled maintenance with your customer if possible. If not, it can be done at a time suitable for both you and the consumer. Please call your local Virginia Air branch to make arrangements to get the modules you need. We can also help with a list of affected models & PO’s they were purchased on. We have updated all our inventory so anything you receive going forward will have already been corrected. In most cases the module can be replaced without removing the motor. In these cases, the time onsite is estimated to be 15 minutes. If the blower and/or motor must be removed it may take up to 30 minutes. The factory will allow **1-hour labor** to make this change. To claim this labor amount, write-in **YS-SP02-2019** in the “Service Inquiry” section of the standard claim form and submit to Virginia Air or directly online if you use that method.

If you have any questions please don’t hesitate to contact me or your local TSM and we’ll be happy to assist or clarify as needed. As always, thank you for your business.

Regards,

Jack Bartell  
Director of Service and Training