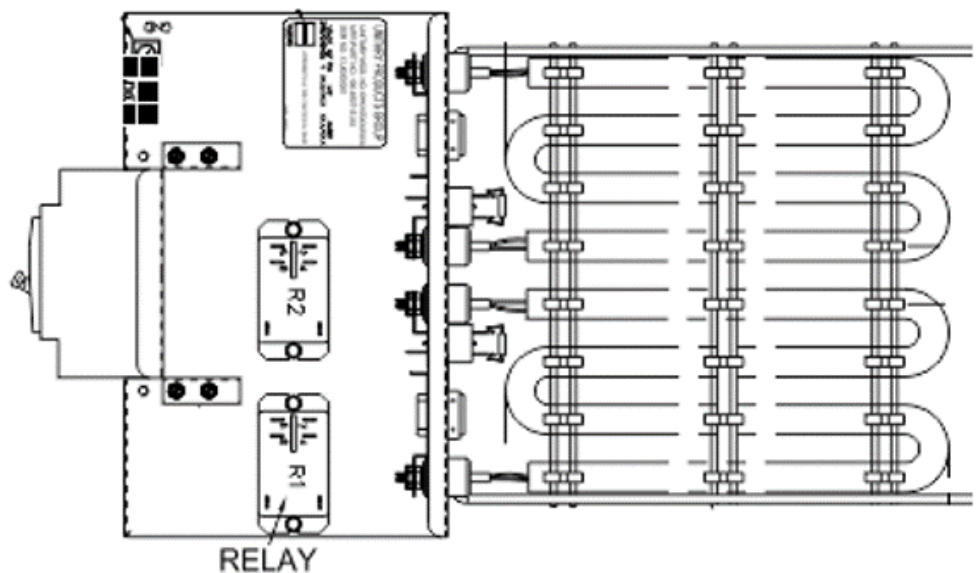


Ducted Systems Technical Services: YS Letter

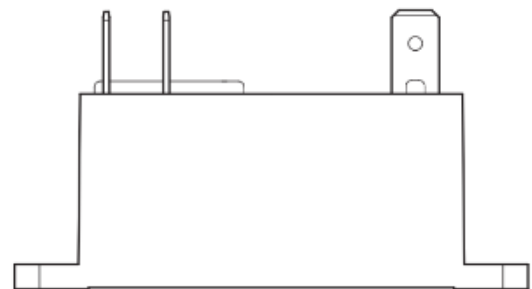
Letter: YS-010-2022
 Date: November 21, 2022
 To: Ducted Systems (Factory Direct) S1 HVAC Branch Service, Sales, Warranty Managers
 Ducted Systems (Applied) Distribution Service, Sales, Warranty Managers
 Subject: **Switching Relay Failures - 6HK Revision C Heat Kits**
 Product/s: All 6HK revision C series residential heat kit accessories excluding 460V 3 phase
 Effective: November 21, 2022 Expires: November 21, 2024
 Summary: Labor and part allowance for replacement of a failed switching relay

Dear valued customer,

We've received several complaints regarding heat element switching relay contacts that have been found in a stuck closed position. Most complaints are from regions that experience higher than normal humidity levels. The result of a stuck switching relay is a heating element that cycles on/off on the heating element high limit switch if the indoor blower is not operating but will most likely stay energized if the indoor blower is operating. Depending on the heat kit model, it may only have one heating element and one switching relay however most heat kits contain multiple elements and multiple switching relays. This is not a safety issue as each individual element is protected by a line voltage high limit switch and a line voltage thermal cutoff as backup to a failed limit switch. 6HK series heat kits are used in many indoor air handler models as well as PHE* and PCE* model package units.



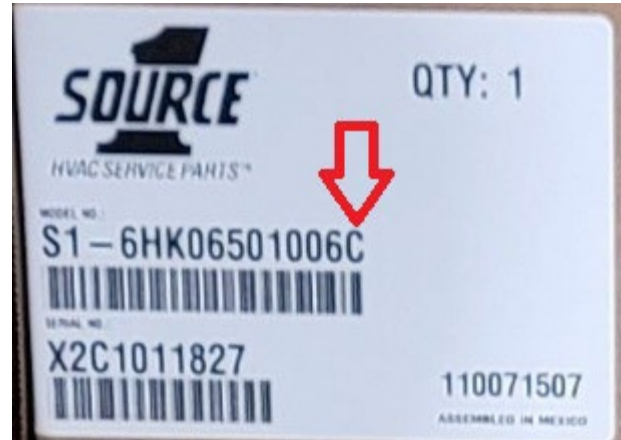
Revision C heat kits were constructed using Tyco switching relay model T92S7A22-24 which has a 24V coil. The Tyco switching relay is Source 1 service part S1-02436272000. The only way we could re-create the field reported failure mode was by applying severe low voltage to the low voltage side (coil) of the switching relay. We tested a new switching relay for the 6HK series heat kits and could not cause the failure experienced with the original (Tyco) switching relay. The new switching relay is American Zettler AZ2800-2A-24A which we have used reliably for many years in other model equipment.



The replacement switching relay is an exact fit as the previous switching relay and electrical connections are the same. Due to severe component shortages experienced across or entire industry, it took an extended amount of time to implement this switching relay change. Starting in January of 2022, 6HK series heat kits were switched to revision D and contain the new American Zettler switching relay. Due to the large amount of heat kits sold; at this point most if not all of revision C heat kits have been shipped from Source 1 and revision D heat kits are in stock. Note that you cannot order a heat kit based on revision letter as the revision letter is not viewable in the heat kit part number itself. The heat kit revision letter can only be seen on the carton label as shown to the right and the data plate affixed to the heat kit itself.

The new American Zettler switching relay is Source 1 part number S1-02436281000.

For a 6HK revision C heat kit that experiences a stuck switching relay, this service letter may be used to claim S1-02436281000 replacement switching relay(s) and 1 hour labor toward unit repair. 6HK 460 volt-3 phase heat kits do not contain switching relay(s) therefore this letter does not apply to 460-volt models/applications. This letter is to be used on a case-by-case basis. Retain the failed switching relay(s) for a period of 90 days in case the parts are requested returned for analysis. File the warranty claim under the air handler or package unit serial number. A copy of the contractor service ticket/work order/invoice should be submitted with all warranty claims regarding this issue.



If you have any questions on this feel free to contact Ducted Systems Residential Technical Services at 1-877-874-7378 and speak with a technical support representative or email us at be-ams-be-ductedsystemsresidentialdistributorsupport@jci.com

Warm regards,



Casey McConnaughy
Ducted Systems Technical Support Engineer II – Residential Technical Support
Johnson Controls