

Ducted Systems Technical Services: Service Tips Letter

Letter: ST-011-22

Date: September 13, 2022

To: S1 HVAC Branch and Distributor Principal, Sales Manager, Service Manager, Parts Manager, Warranty Manager, Delegated Administrator, Ducted Systems Technical Services, DS Parts/S1, ES Americas, ADTI Channel, Account Representatives, Marketing, Sales, Warranty teams.

Subject: **208/240v 3 Phase Equipment With Out Of Phase Transformers**

Product/s: Pro 3-12.5 Tons, Large Sunline 15-27.5 Tons, Core 3 to 12.5 tons, Small Sunline 3 to 6 Tons, Split Systems (Outdoor Units) 7.5 to 50 tons (N2C1 to Current)

Summary: This letter is to inform customers of a manufacturing process and component change performed during Serial Date Codes N2C1 to Current Products.

Johnson Controls Commercial Technical Services has received some field observation reports containing transformer failures on 208/230v 3-phase equipment when changing the primary side wiring of a transformer to meet 208v applications. It was determined that equipment dated as far back as March 28th, 2021 could have components affected by this failure.

Johnson Controls has found the failure occurs on equipment from March 2021 to current production equipment containing Hartland or Wilspec transformers. Some of these components have been found with an internal winding design complication. This allowed equipment to be out of phase for Smart Equipment Controls resulting in components not working correctly during manufacturing testing. To rectify this, Johnson Controls reversed the wiring during the manufacturing process for the primary terminals of the transformers. In an attempt to mitigate field confusion of wiring not matching the wiring diagram. It was decided to modify labels on the transformers to reflect what the diagram has shown for the products.

Upon receiving field reports, Technical Services identified this change and has begun an investigation. While we work to implement a new deviation and to stop these alternate labels from being used, this investigation currently is ongoing. We would also like to inform you that replacement OEM parts within Smart Search on Solutions Navigator are not affected and will be the original OEM component made by Hartland with no alterations. In the event you cannot get these components within 3 days from Source One Parts, please contact Commercial Technical Services for prior approval to use a locally sourced component.

Until the investigation is complete, Johnson Controls requests that any transformers replaced for 208v applications with these altered labels be returned to the shipping information below. A label can be provided to you at no cost by emailing cg-upgtechsupport@jci.com. In the event, your system has an expired warranty or additional costs outside of the warranty agreement manual posted on March 2022. Please contact us at 877-874-7378 or cg-upgtechsupport@jci.com for a concession review.

Alternate Label Examples:



Shipping Information:

ATTN Ian Boger
5005 York Drive
Norman, OK 73069
USA

Warm regards,

Ian Boger
Product Technical Support ENG II
Commercial Technical Services
5005 York Drive Norman OK 73069