

Letter: **STR-007-25**

Date: June 26, 2025

To: All Ducted Systems Branch Service, Sales, and Training Managers
All Ducted Systems Distribution Service, Sales, and Training Managers

Subject: HH8 horizontal discharge heat pump field wiring.

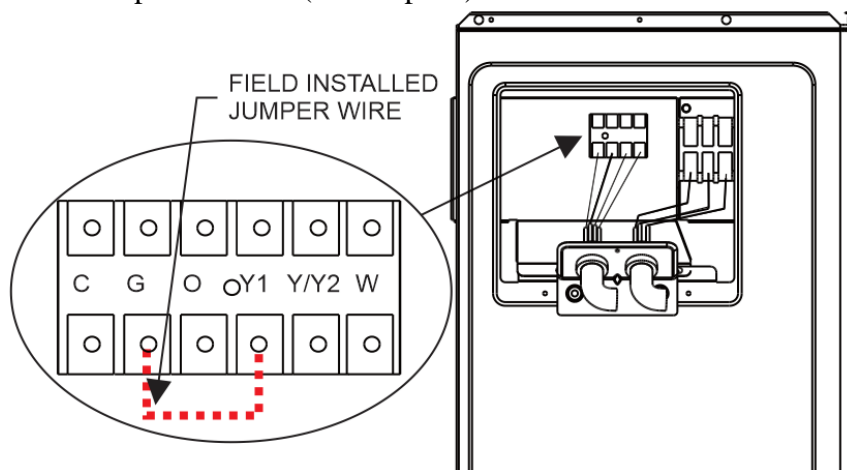
Product: HH824E2S11, HH836E2S11, HH860E2S11

Effective: **June 25, 2025**

Dear valued customer,

The HH8 horizontal discharge heat pump is controlled by a single stage room thermostat (Y1 input only to the outdoor section) and the heat pump commands HIGH speed blower (Y/Y2 speed) at certain indoor and outdoor conditions.

An error in the low voltage field wiring diagrams was recently discovered. 24v power that supplies the outdoor section Y/Y2 and W terminals (unit outputs) originates from the outdoor section G terminal which is currently shown as not in use. For the system to function properly, a field installed jumper **MUST** be installed at the outdoor section field wiring barrier strip between **Y1** and **G** as shown to the right.



The unit also features a frequency lock setting that can be used to place the unit in higher frequencies during the startup and commissioning process. Instructions on placing the unit in frequency lock are detailed in the HH8 service application guide found on Solution Navigator.

The lock frequencies depend not only on cooling or heating mode but differentiate depending on the outdoor unit model tonnage. The frequencies are shown below.

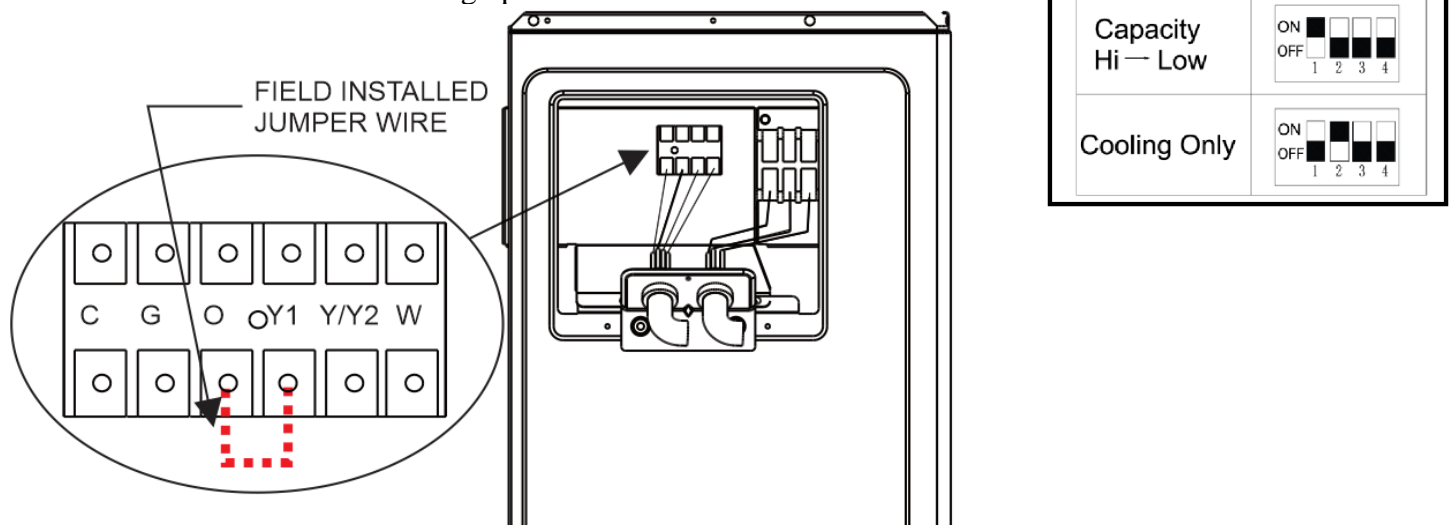
Setting temperature	24K	36K	48K	60K
Cooling 28°C	54	57	58	68
Heating 24°C	54	55	59	70

Frequency lock is used to utilize the service data shown in the HH8 service application data guide. There are 3 different HH8 models; 2 ton, 3 ton, and 5 ton. The 5 ton model can be field converted (through means of dipswitch 1 on switch bank S5) to a 4-ton model. The 5 ton model once converted to a 4 ton has specific 4 ton indoor matches.

On 5 ton model units converted to 4 ton models, units built prior to March 2025, when placed into frequency lock operate at the 5 ton frequencies. The current service application data guide does not have data for 4 ton systems operating at 5 ton frequencies. When in Auto-mode (normal operation) the units operate at the correct frequencies as designed. To aide service personnel, we are in the process of generating service application data for 4 ton systems operating at 5 ton frequencies (when in frequency lock) so that frequency lock can be used to check system operation. The service application data guide will be updated soon with additional information. The unit build date can be found using the outdoor unit “Batch NO.” as shown to the right. In the example shown, the unit was built in June of 2024. Units built showing date code 2504 or after should operate as designed in both frequency lock mode **and** auto-mode.



The current HH8 unit installation manual shows a “Cooling Only” setting that can be switched from the factory position of OFF to ON. The setting is dipswitch 2 in the S5 switch bank. This setting is to not allow the heat pump to operate in heat pump mode at any time. **Dipswitch 2 is inactive and should be left in the OFF position.** To use the unit in cooling only mode, a field installed jumper **MUST** be installed at the outdoor section field wiring barrier strip between **Y1** and **O** as shown below. The unit installation manual is being updated with this information.



If you have any questions about this, feel free to call Ducted Systems Technical Services at 1-877-UPG-SERV and speak with a technical support representative or contact your local distributor.

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