



***Ducted Systems
Technical Services
Service Letter***

Letter: **YSR-003-25**

Date: June 26, 2025

To: Ducted Systems (Factory Direct) S1 HVAC Branch Service, Sales, Warranty Managers
Ducted Systems (UPG/Applied) Distribution Service, Sales, Warranty Managers

Subject: HH8 horizontal discharge heat pump field wiring.

Product: HH824E2S11, HH836E2S11, HH860E2S11

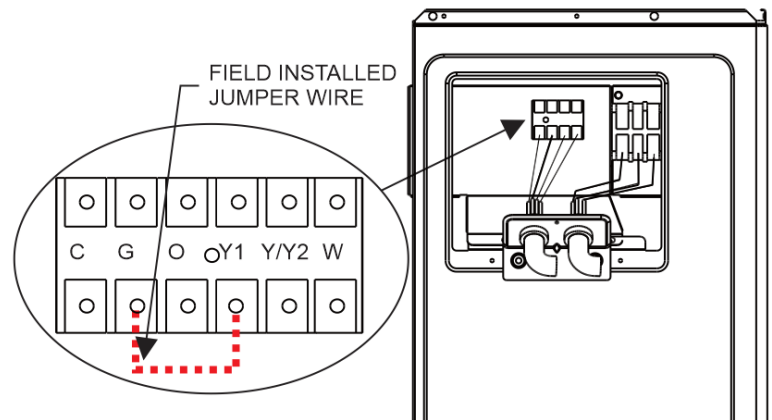
Effective: **June 25, 2025**

Expires: **November 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.



This letter will allow one-hour labor for each installed unit to have the outdoor field wiring corrected. The contractor's invoice detailing the repair should be uploaded to the warranty claim. Reference this service letter on the claim. A separate Service Tips letter will be issued, and the unit installation manual will be updated regarding the change.

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 Regional Technical Service Manager.

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