



## SERVICE INFORMATION

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**Date:** March 28, 2006

**YS-036-06**

**To:** All Coleman Evcon Distributors  
All Coleman Evcon Service Managers  
All Field Service Supervisors

**Subject:** Defrost Module Changes HC3B, & HC5B, Heat Pumps - P/N S1-031-09137-000

We are in the process of making two changes to the subject defrost module used in Coleman Evcon Echelon model HC3B, & HC5B, Heat Pumps. These changes are a result of issues submitted via Product Reports. Listed below are the changes:

Issue #1 - Fault Code #3 Lockouts Due To Room T-Stat Staging (Y1+Y2+W) Out Of Sequence On Two Stage Product.

Investigation revealed that on some two stage room t-stats the "Y2" signal is removed prior to removing the "W" signal, when a rapid manual adjustment is made to the room t-stat by the consumer or servicer. This out of sequence input to the module would trigger a F.C.#3 lockout in the module, plus send a 4 flash signal to the "X/L" fault light on the room t-stat, advising the consumer of a problem.

To resolve this issue the F.C.#3, out of sequence staging lockout function has been removed from the module programming. This change will make the module compatible with room t-stats that exhibit other than normal staging. Literature will be changed to remove references to the F.C.#3 module lockouts.

Issue #2 – No Defrost With A "W" Room T-Stat Call Above Balance Point Setting.

Module does not allow defrost function to occur if there is an auxiliary heat "W" heating input from the room t-stat.

To resolve this issue the module software has been revised to allow the defrost function to occur with an auxiliary heat "W" heating input from the room t-stat.

Modified defrost modules can be identified two ways. First, they will reflect date codes of 06/12 (12<sup>th</sup> work week of 2006) or later. Second, a three digit label identified with "the numbers "057" will be placed on the software chip on the board. The "057" is the best way to identify the new software

These board changes will be running changes with current revision boards being used in production until the existing inventory is depleted. Source 1 will upgrade to the modified controls by mid April to address field complaints.

Beginning in Mid April, Source 1 will start receiving shipments of the modified modules from our vendor. When this occurs, Source 1 will purge their inventory of kits and individual modules p/n S1-031-09137-000 and forward them for use in production. By mid April only the modified modules will be provided from Source 1, as replacement parts and kits to address complaint installations. Modified modules will be phased into production once the existing supply of current defrost modules is depleted.

A one hour labor allowance will be provided to replace modules on a “fix on fail” basis. Please refer to this YS Service Letter when submitting a claim.

Please contact any UPG technical services representative for additional assistance in this matter.

Sincerely,

*Robert M. Napp*

*Jeff Tucker*

Robert M. Napp  
Director, UPG Field Service

Jeff Tucker  
Director, UPG Residential Cooling & HP Engineering