



International Comfort Products

IMPORTANT WARRANTY INFORMATION
FOR WARRANTY ADMINISTRATORS

Issued November 1, 2006

Note: Enclosed are 7 individual Documents Containing Very Important Warranty Administration Information that has been updated in the last 30 days. As always, updated warranty data is located on the ICP website at www.icpusa.com. For your information, the most current versions of the documents below are enclosed. Please Review These Carefully. If you have any questions regarding this information, please contact the Warranty Dept. @ 800-458-6650.

The Subjects Enclosed Are As Follows

1. **OPERATING LETTTER 707**
2. **OPERATING LETTER 730**
3. **INFORMATION BULLETIN 38**
4. **INFORMATION BULLETIN 39**
5. **SERVICE BULLETIN S027**
6. **SERVICE BULLETIN S028**
7. **2006 MODEL NOMENCLATURE**

POWERLINK-WARRANTY

NORTH AMERICA

OPERATING LETTER #707

TITLE	DISPOSITION OF DEFECTIVE IN-WARRANTY COMPRESSORS <i>(Compressors Only. See ICP Operating Letter #706 for other parts)</i>
EFFECTIVE DATE	January 1, 2006
PRODUCT	ALL PRODUCT
PURPOSE	To define procedures for the disposition of defective in-warranty compressors using the warranty claim form.
POLICY	<p>All defective in-warranty compressors, within 20 months of date of manufacture, should be returned. All other compressors should be field scrapped.</p> <p>Within 90 days from the compressor failure date, the distributor must submit to International Comfort Products the properly completed warranty claim form for the compressor. The bill of lading for compressors returned to the compressor manufacturer must be included with the 751 Form.</p> <p>Warranty claim forms submitted with incorrect or missing information will not be credited until the correct information is received. (See Operating Letter #705, "Missing or Incorrect Information".)</p>
PROCEDURE	<p>ITEMS TO RETURN TO ICP FOR CREDIT</p> <ol style="list-style-type: none">1) ICP Copy (page 1) of each #751 Warranty Claim Form.2) Bill of Lading <p>NOTE: To Receive Warranty Credit Mail All Above to:</p> <p>International Comfort Products LLC Warranty Administration PO Box 128 650 Heil Quaker Avenue Lewisburg, TN 37091</p>

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ITEMS TO RETURN TO COMPRESSOR MANUFACTURER

- 1) Attach *Part Identification Tag*, (from back page of #751 Warranty Claim Form showing distributor name and complete address), to the compressor being returned. Also attach any tags supplied by the replacement compressor manufacturer.
- 2) **"Part Manufacturers Copy"** (page 3) from #751 Warranty Claim Form
- 3) **Bill of lading** (packed with shipment). The bill of lading should reference the number of parts, and number of skids. The trailer number of the carrier is helpful if proof of delivery should be required.

*SHIPPERS MUST CERTIFY ON SHIPPING ORDER AND BILL OF LADING
THE ACTUAL VALUE OF PROPERTY AS FOLLOWS:*

**"Use Compressor RVNX \$1.50 per pound.
NMFC = 123275 Sub 2"**

All compressors returned to the vendor by common carrier truck may be shipped **"freight collect"**, but not C.O.D. Note: **Scroll Tech** compressors must be shipped **"Prepaid Freight"** and freight charges indicated on the warranty claim form for credit. All UPS shipments must have shipping charges prepaid. The UPS charges should be indicated so the expense may be credited on the compressor warranty claim.

VERY IMPORTANT - Due to excessive expense incurred, shipments should contain **at least 3 compressors**. Compressors should be shipped on pallets properly banded or wrapped in plastic. A pallet may consist of 3 to 18 compressors.

WARNING:

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- (1) Do not hold compressors **more than 60 days** from failure date,
- (2) Be prepared to substantiate that the return shipment was made to the compressor manufacturer (Substantiation of a claim shall consist of proof of delivery, which is a freight bill signed by an employee of the compressor manufacturer, and will only be requested when credit to International Comfort Products is not issued by the compressor manufacturer. If the requested proof of delivery is not provided, the credit issued will be billed back until the proof of delivery is received);
- (3) Freight incurred on compressors that should be field scrapped will be debited to the distributor.

FORWARDING ADDRESS FOR COMPRESSORS:

BRISTOL & SUNSTRAND COMPRESSORS

649 Industrial Park Road
Bristol, VA 24201

TECUMSEH PRODUCTS COMPANY

Tecumseh Compressor Company
Warranty Administration
Lee Industrial Park
Highway 45 South
Verona, MS 38879

SCROLL TECHNOLOGIES

1 Scroll Drive
Clark County Industrial Park
Arkadelphia, AR 71923

DANFOSS / MANEUROP

Attn: Bruce Voight

1775-G Macleod Drive
Dock 9

Lawrenceville, GA 30043

RMA XXXX (to be included for production line failures only)

Note:

- (1) Must call 678-442-6558 for RMA# before returns
- (2) Compressor must be shipped in upright position
- (3) Compressors are freight prepaid and freight allowance is added to you credit based on freight terms

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COPELAND CORPORATION:

Return all **CR models** to: Copeland Corporation
Thompson Road
Hartselle, AL 35640

Return all **B, R, and Z models** to:

Copeland Corporation
1675 W. Campbell Rd.
Sidney, OH 45365-0669

COPELAND ZRk”1”-PFV (ASPEN) SCROLL COMPRESSORS-**
Copeland now allows in-warranty field scrap of the following models
Compressors only:

ZR18K1-PFV

ZR23K1-PFV

ZR26K1-PFV

ZR28K1-PFV

ZR34K1-PFB

ZR40K1-PFV

**You must return the ICP copy of the warranty claim (USA & Canada)
along with a copy of the returned compressor rating plate to ICP
Warranty Department to receive credit.**

**In Canada return to: International Comfort Products
6060 Burnside Court, Unit 1
Mississauga, ON L5T2T5**

Claims returned to ICP with **NO COPIES OF COMPRESSOR RATING
PLATES** will receive **NO CREDIT**.

Use only those LTL carriers designated by the compressor manufacturer's
routing guidelines. Note following Charts of Carriers

BRISTOL - See attached chart

COPELAND - See attached chart

TECUMSEH - Call 1-866-518-1874. Have your zip code and
weight of shipment available when you place the call. You will be
provided with the carrier name and telephone number to call for pickup.

**NOTE: MATSUSHITA COMPRESSORS MAY BE FIELD
SCRAPPED AND RATING PLATE RETURNED WITH CLAIM
FORM FOR CREDIT.**

DO NOT MIX COMPRESSOR BRANDS IN A SHIPMENT. Be sure only
Tecumseh goes to Tecumseh, Copeland to Copeland, and Sundstrand & Bristol

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to Bristol. The additional freight incurred in transshipping compressors to the proper compressor manufacturer, or returns to distributors, will be debited to the distributor.

When compressors are returned to a distributor by a compressor manufacturer, the distributor must submit a **new** warranty claim form and ship to the correct compressor manufacturer.

When compressor returns are billed back by the compressor manufacturer as being "functional," "non-defective," or "customer damaged," a debit memo may be issued to the distributor for the claim associated with the vendor bill back. A copy of the vendor billing will be provided.

All refrigerant tubes or stubs on the old compressor must be sealed to prevent spilling of oil. The rubber plugs removed from the new compressor may be used to seal the stubs of the old compressor. A piece of tubing may also be soldered in the stub with the end crimped and soldered to form a seal. **DO NOT PINCH OFF THE COMPRESSOR STUB.** This will prevent testing from being performed

The compressor nameplate must be intact.

**RETURNS TO INTERNATIONAL COMFORT PRODUCTS FOR
TOSHIBA AND SANYO COMPRESSORS**

After completing all required information on the warranty form, the Part Manufacturer Copy and shipping copies, along with the bill of lading, are attached to the shipment for return to International Comfort Products.

The warranty part identification tag must be completed (showing distributor name, city, and state) and attached to the compressor. The warranty claim form with the "ICP Copy" of the warranty claim tag, plus a copy of the bill of lading, are then mailed to the Warranty Claims Department of International Comfort Products Corporation (USA).

Retain the Distributor Copy of the warranty claim form, and the shipper copy of the bill of lading. The shipper must describe the returning compressors on all bills of lading or shipping documents as follows:

**"Used Compressors = RVNX \$1.50 per pound.
NMFC = 123275 Sub 2"**

The bill of lading should reference the number of compressors, and number of skids. The trailer number of the carrier is helpful if proof of delivery should be required.

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Shipments to International Comfort Products must be addressed as follows:

International Comfort Products Corporation (USA)
National Distribution Center
650 Heil Quaker Avenue
Lewisburg, TN 37091

Freight that is incurred on compressors that should be field scrapped will be debited to the distributor.

FIELD SCRAPPING COMPRESSORS

The dealer should complete the warranty form and add the distributor name, city, and state to the part tag and attach it to the defective compressor. The dealer will retain the copy marked number "4" and forward the remaining copies, along with the tagged part, to the distributor.

The distributor will keep copy number 2, marked as "Distributor Copy" and return others to:

International Comfort Products Corporation (USA)
650 Heil Quaker Avenue
Lewisburg, TN 37091
Attn: WARRANTY CLAIMS DEPARTMENT.

When compressors are field scrapped, the rating plate of the compressor must be attached to the warranty form and returned to the Warranty Claims Department, Lewisburg, Tennessee. Freight incurred on compressors that should be field scrapped will be debited to the distributor.

Unless otherwise advised, the distributor may field scrap the defective parts 60 days after filing claim. International Comfort Products personnel may make periodic inspections of the defective compressors in the distributor's place of business. ICP also reserves the right to request parts be returned to International Comfort Products at any time deemed necessary.

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COMPRESSOR TRUCK ROUTING GUIDE

COPELAND

BRISTOL

State	CARRIER	State	CARRIER
AL	ROADWAY TO OHIO BIRM/NASHVILLE EXP. TO AL	AL	AVERITT
AR	ROADWAY	AR	ROADWAY
AZ	ROADWAY	AZ	ROADWAY
CA	ROADWAY	CA	ROADWAY
CO	ROADWAY	CO	ROADWAY
CT	ROADWAY	CT	YELLOW
DC	ROADWAY	DC	YELLOW
DE	ROADWAY	DE	YELLOW
FL	ROADWAY	FL	ESTES
GA	ROADWAY	GA	AVERITT
IA	ROADWAY	IA	ROADWAY
ID	ROADWAY	ID	YELLOW
IL	CCX TO OHIO ROADWAY TO ALABAMA	IL	ROADWAY
IN	CCX TO OHIO ROADWAY TO ALABAMA	IN	ROADWAY
KS	ROADWAY	KS	YELLOW
KY	CCX TO OHIO ROADWAY TO ALABAMA	KY	AVERITT
LA	ROADWAY	LA	ROADWAY
MA	ROADWAY	MA	YELLOW
MD	ROADWAY	MD	YELLOW
ME	ROADWAY	ME	YELLOW
MI	CCX TO OHIO ROADWAY TO ALABAMA	MI	ROADWAY
MN	ROADWAY	MN	ROADWAY
MO	ROADWAY	MO	ROADWAY
MS	ROADWAY TO OHIO BIRM/NASHVILLE EXP. TO AL.	MS	AVERITT
MT	ROADWAY	MT	YELLOW
NC	ROADWAY	NC	AVERITT
ND	ROADWAY	ND	YELLOW
NE	ROADWAY	NE	YELLOW
NH	ROADWAY	NH	YELLOW
NJ	ROADWAY	NJ	YELLOW
NM	ROADWAY	NM	ROADWAY
NV	ROADWAY	NV	ROADWAY
NY	ROADWAY	NY	YELLOW
OH	ROADWAY	OH	ROADWAY
OK	ROADWAY	OK	YELLOW
OR	ROADWAY	OR	YELLOW
PA	ROADWAY	PA	YELLOW
RI	ROADWAY	RI	YELLOW
SC	ROADWAY	SC	AVERITT
SD	ROADWAY	SD	YELLOW
TN	ROADWAY TO OHIO BIRM/NASHVILLE EXP. TO AL.	TN	AVERITT
TX	ROADWAY	TX	ROADWAY
UT	ROADWAY	UT	ROADWAY
VA	ROADWAY	VA	WILSON
VT	ROADWAY	VT	YELLOW
WA	ROADWAY	WA	YELLOW
WI	CCX TO OHIO ROADWAY TO ALABAMA	WI	ROADWAY
WV	CCX TO OHIO ROADWAY TO ALABAMA	WV	YELLOW
WY	ROADWAY	WY	YELLOW

POWERLINK WARRANTY

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ICP OPERATING LETTER #730

TITLE NO HASSLE REPLACEMENT PROGRAM

PRODUCT 12 SEER or higher Mainline single phase products. See the table below for a listing of the models included in this program.

Model Families Covered under the No-Hassle Warranties		Warranty Coverage Period	Labor Amount US/CAD	Effective Install Date
Outdoor Product	Indoor Product			
PA95, PAPC, PHAD, PYMC, PGAD, PGME TCA(2,4), TXA(2,4), TCH(2,4), TXH2, HAC(2,4), HXA(2,4), HHP(2,4), HXH2, CAC(2,4), CXA(2,4), CHP(2,4), CXH2, (These products are warranted for Compressor and Heat Exchanger only!)	N/A	First Yr	150/\$180	1/1/05
		Yrs 2 through 5	\$0	1/1/05
PDX4		10 Yrs	\$300/\$360	1/1/06
T4A8, T4H7, T4A6, T4H5 H4A8, H4H7, H4A6, H4H5 C4A8, C4H7, C4A6, C4H5	EBV, FVM4, FVM2, NOMV T9MPV, H9MPV, C9MPV T8MPV, H8MPV, C8MPV			
PDX3, PAX4, PGX4, PHX4		7 Yrs	\$300/\$360	1/1/06
T4A4, T4H4 H4A4, H4H4 C4A4, C4H4	FEM4 T9MPT, H9MPT, C9MPT T8MPT, H8MPT, C8MPT			
PGX3, PHX3, PAX3		5 Yrs	\$300/\$360	1/1/06
T4A3, T4H3 H4A3, H4H3 C4A3, C4H3	FSM4 T9MPD, H9MPD, C9MPD T9UHX, H9UHX, C9UHX			
T2A3, T2H3, H2A3, H2H3, C2A3, C2H3, DFC2	FEM2, FSM2, DFF2 T8MP(L,N), H8MP(L,N), C8MP(L,N) T8DNL, H8DNL, C8DNL	First Yr	\$300/\$360	1/1/06

EFFECTIVE DATE

This policy is effective on units installed on or after the install dates listed in the table above.

PURPOSE

Establish procedures for filing warranty when a unit is replaced under the terms of the manufacturer's NO-HASSLE warranty. This operating letter does not replace the standard warranty policy listed in the warranty certificate. Other warranties may apply outside of this operating letter. **Operating Letter 729 is superseded by this operating letter and is no longer in effect.**

GENERAL POLICY

This warranty allows for a one-time REPLACEMENT OF THE ORIGINAL UNIT. Replacement units are covered by the remaining warranty period of the original unit that was replaced, excluding the No Hassle warranty for which there would be no remaining coverage.

POLICY

If the heat exchanger, compressor, outdoor refrigerant coil or standard indoor refrigerant coil (EBV, FSM, FEM, FVM or DFF only) fails during the NO-HASSLE warranty coverage period shown in the table above (except as noted in the table), ICP will provide a comparable ICP unit at no charge. Use the following procedure to process the warranty claim. The form identified in one of the following three sections is to be completed by either distributor or dealer personnel. A TSA level 3 or 4 can approve the form and submit it with the standard warranty claim form to the ICP warranty department. Both the evaluation form and warranty claim form have to be received by the ICP warranty department before credit will be issued. If the distributor does not have a TSA level 3 or 4, then the Technical Service Manager (TSM) is to be contacted for approval. The TSM will then send the completed evaluation form with the TSM signature to the ICP warranty department. The distributor sends the completed warranty claim form to the ICP warranty department where it will be placed on hold until the evaluation form is received.

1. **Heat Exchanger failures:** defined as failures that cannot be corrected using normal cleaning or maintenance processes to remove soot or other foreign materials causing internal heat exchanger blockages and are not failures caused by "exclusions" discussed in the International Comfort Products Limited Warranty Certificate. If a heat exchanger fails in one of the listed gas heating appliances, the owner can determine if the entire furnace is to be replaced or the heat exchanger.

Use the Heat Exchanger Evaluation Form, Attachment 1, to provide proof of the failure. **When completing the warranty form, to indicate the appropriate reason for the NO HASSLE warranty, check the defect code 45 for "Air Leak/Cracked"**. If the furnace is being replaced enter the model and serial numbers of the furnace into the failed part number location on the form. If the heat exchanger is being replaced, enter the part number of the heat exchanger into the failed part number location on the form.

2. **Compressor failures:** defined as failures causing internal electrical failure or internal mechanical failure resulting in no compressor operation. Other component failures that only render the compressor temporarily inoperative do not constitute compressor failure. This policy does not provide coverage for compressor damage caused by "exclusions" discussed in the International Comfort Products Limited Warranty Certificate. Use the Compressor Evaluation Form attached to this operating letter to provide proof of the failure. **When completing the warranty form, to indicate the appropriate reason for the NO HASSLE warranty, check one of the defect codes 27, 29, 53 or 54 to indicate either an electrical or mechanical defect within the compressor.**

Compressor failures may require the compressor to be returned to the compressor manufacturer as outlined in Operating Letter 710.

3. **Refrigerant Coil Failures:** defined as refrigerant leaks in the fin pack area of the coil or at the end sheets of the coil. The leak location must be identified on the coil. This policy does not provide coverage for damaged or corroded fins or other damage caused by "exclusions" discussed in the International Comfort Products Limited Warranty Certificate. Use the Refrigerant Coil Evaluation Form attached to this operating letter to provide proof of the failure. **When completing the warranty form, to indicate the appropriate reason for the NO HASSLE warranty, check one of the defect codes 08 or 09 depending on which coil is leaking.**

A warranty claim form (tag) must be properly completed and approved by the Distributor's Level three (3) or level four (4) Technical Service Advisor or ICP's Technical Service Manager (TSM) to receive the allowances outlined. **Invoices submitted for credit without a warranty 751-claim form and without proper authorization will be returned to the distributor for reprocessing.**

If the unit is being replaced, REMOVE THE RATING LABEL from the unit and return the label along with the WARRANTY CLAIM. If filing claims electronically, submit a printed copy of the claim with rating label attached. Ship the warranty claim and label via priority mail or similar shipping methods to the Warranty Administration Department the same day that you file the claim.

Important note: warranty credit will not be issued unless the rating label from the defective coil is returned to ICP!

The unit that has been removed under this policy is to be held at the distributor's location until the TSM has approved the disposition of the unit. The TSM may request the distributor send the unit to ICP for a more detailed analysis of the unit or he may request you scrap the unit.

Reference to Code 730 as identified in the table of models on page 1 must be made on the warranty claim form to receive credit for the appropriate replacement unit and labor amount. **Multiple Operating Letter claims for a single equipment installation will be rejected. Labor allowances given in a Service Bulletin may not be combined with labor allowances offered in Operating Letter 730 for the same serial numbered equipment. Claims indicating multiple allowances cannot be processed and will be returned to the distributor.**

EXTENDED WARRANTY

Failed units covered under Help Extended Service agreements and are eligible for replacement under the terms of Operating Letter 730 will require the servicing dealer contact HELP/Equigard administrators for assistance in transferring the remaining balance of coverage to the replacement unit.

Attachment 1 Heat Exchanger Evaluation Form



This form is to be completed by a Technical Service Advisor (TSA) whenever a request for unit replacement is made under the terms of Operating Letter 730. A Technical Service Advisor (TSA) Level 3 or level 4 is authorized to sign and approve a replacement of a unit. All other approvals require a Technical Service Manager (TSM) to approve the replacement. This form should be completed and forwarded to the distributor's TSM for authorization.

Model Number: _____ Serial Number: _____
Date Installed: _____ Date Failed: _____
Name of Level 3 or 4 TSA: _____ Name of Distributor: _____

Prior to replacing an existing unit due to a heat exchanger failure an evaluation of the furnace must be made. The testing procedures listed below are designed to help the TSA or servicing contractor capture technical information necessary to make a complete assessment and substantiate the need for unit replacement.

Gas Pressure Readings

Gas pressure reading at inlet to gas valve _____ in. WC (*unit at rest*)
Gas pressure reading at inlet to gas valve _____ in. WC (*unit operating on high fire*)
Gas pressure reading at outlet of gas valve _____ in. WC (*During unit operation*)
Gas supply to system is: natural gas L.P. fuel

Temperature Readings

Temperature rise between supply and return duct at furnace (*after 15 min. of operation*)
Supply temperature _____ °F Return temperature _____ °F Temperature differential _____ °F (ΔT)

Note: several readings should be taken in the supply and return duct. Each side of the duct should have no less than one temperature reading taken. This should be done to ensure an all-around accurate reading is being observed.

Attachment 1 Heat Exchanger Evaluation Form



Clacking the gas meter

The TSA will need to determine if the appliance can be operated for a short period of time without creating a safety concern, if the appliance can be operated in a safe manner then these tests are required.

1. Gas meter clocked at _____cu. Ft. dial
2. # Of seconds _____
3. Cubic feet of gas used per hour _____
4. Gas heating value for area _____
5. Furnace input _____BTUH
6. Altitude of furnace installation _____ft. (*number of feet above sea level when the installation is above 2000 feet*)

Carbon Monoxide Detection

CO in PPM of supply air at the furnace supply plenum ____PPM

CO in PPM of flue gas exiting breach of furnace ____PPM

Limit Control Checks

At what temperature does high limit control open _____°F

At what temperature does high limit control reset _____°F

Where is the temperature measured? _____

Free combustion Air

Observations should be made to determine if adequate combustion air is available to the installed furnace.

When the furnace is installed in an enclosed area: attic, basement, garage, etc., combustion air inlets should be measured for total free area of fresh air duct. 1 square inch of free air per 2000 BTU for horizontal duct opening is required.

1 square inch of free air per 4000 BTU's is required for vertical duct

Attachment 1 Heat Exchanger Evaluation Form



Note: Additional information can be obtained from the installation instructions for that particular furnace.

Electrical Readings

Line voltage to furnace _____ Volts. 60 \emptyset 50 \emptyset
Control Voltage at Transformer (at rest) _____ V. (Tstat calling for heat) _____ V.
Amp draw at (W) circuit furnace operating in the heating mode . _____ Amp.
Heat anticipator setting at thermostat _____. _____ Amp.
Amp draw of blower motor at high speed _____ Amp
Voltage across run capacitor terminals for Blower motor _____ Voltage
(With blower access panel in place and meter scale not set below 600 voltage scale)

TSA Level 3 or Level 4 Name/

TSM: _____

Distributor Name: _____

Date: _____

DISPOSITION OF PRODUCT

The TSM is to determine the disposition of the product by returning this form to the distributor with his signature and indication of the disposition.

TSM Signature _____

Date _____

Disposition: Scrap Return to: _____

**Attachment 1
Heat Exchanger Evaluation
Form**



Please attach the rating plate here!

Attachment 2 Compressor Evaluation Form



Outdoor Unit Model: _____ Outdoor Unit Serial: _____ Date Installed: _____ Date Failed: _____ Name of Level 3 or 4 TSA: _____	Indoor Coil Model: _____ Indoor Coil Serial: _____ Date Installed: _____ Date Failed: _____ Name of Distributor: _____
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This form is to be completed by a Technical Service Advisor (TSA) whenever a request for a unit replacement is made under the terms of Operation Letter 729 or 730. A Technical Service Advisor (TSA) Level 3 or Level 4 is authorized to sign and approve a replacement. All other approvals require a Technical Service Manager (TSM) to approve the replacement. This form should be completed and forwarded to the distributors TSM for authorization.

Prior to replacing an existing unit a complete evaluation of the compressor failure must be made. The testing procedures listed below are designed to help the TSA or servicing contractor capture technical information necessary to make a complete assessment and substantiate the need for unit replacement.

Comfort Alert Diagnostic

Enter the diagnostic flash code from the Comfort Alert Module: _____
 (when Comfort Alert is available on the product)

For your reference here is a listing of the flash codes

- **Green “POWER”** Module has power Supply voltage is present at module terminals.
- **Red “TRIP”** Thermostat demand signal Y1 is present, but the compressor is not running.
- **Yellow “ALERT”**
 - **Flash Code 1: Long Run Time.** Compressor is running extremely long run cycles.
 - **Flash Code 2: System Pressure Trip.** Discharge or suction pressure out of limits or compressor overloaded.
 - **Flash Code 3: Short Cycling,** Compressor is running only briefly.
 - **Flash Code 4: Locked Rotor**
 - **Flash Code 5: Open Circuit**
 - **Flash Code 6: Open Start Circuit,** Current only in run circuit
 - **Flash Code 7: Open Run Circuit,** Current only in start circuit
 - **Flash Code 8: Welded Contactor,** Compressor always runs
 - **Flash Code 9: Low Voltage,** Control circuit < 17VAC

Attachment 2 Compressor Evaluation Form



Compressor Mechanical Tests

Note: this portion of the test procedure requires electrical power be supplied to the unit. Caution should be used to prevent personal injury due to electrical shock.

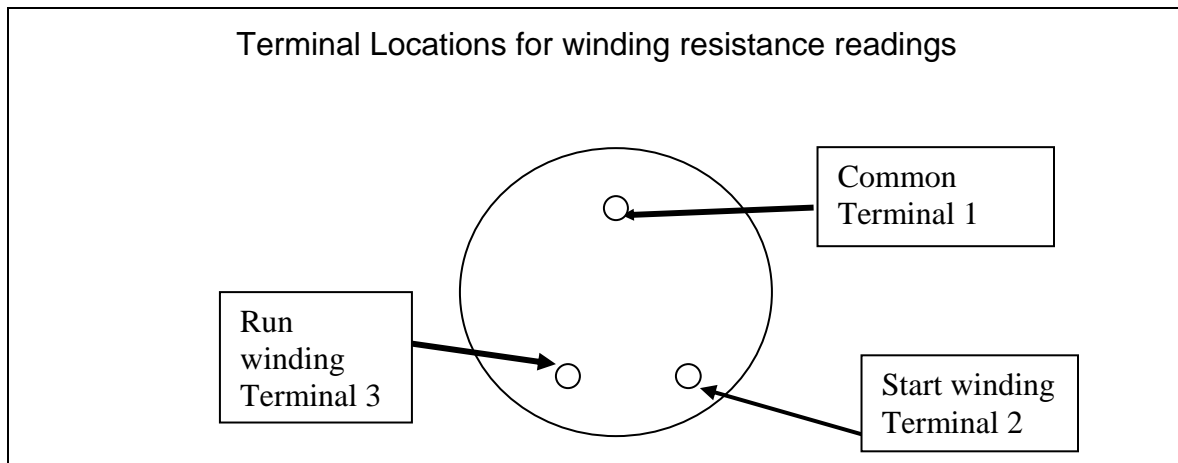
With the unit connected to electrical power,
will the compressor operate yes no

IF Yes,

Line voltage at contactor between L1 &L2: _____ Volts. 60 \emptyset 50 \emptyset
Control Voltage across contactor coil: _____ Volts
Amp draw at run winding _____ A.
Amp draw at start winding _____ A.
Amp draw at common terminal _____ A
Voltage at compressor contactor terminal T1 and T2 _____ V.(single phase)
Pressure at liquid service valve: _____, suction service valve _____
Temperature of Liquid Line: _____ °F, Suction Line: _____ °F

Important Note: Prior to testing the compressor, disconnect all electrical power to system, including indoor and outdoor power sources.

Prior to making the following tests, disconnect power to compressor!!



Attachment 2 Compressor Evaluation Form



Compressor Winding Information

Resistance Measurements:

Between terminal 1 and 2 _____ Ω

Between terminal 2 and 3 _____ Ω

Between terminal 1 and 3 _____ Ω

Between terminal 1 and ground _____ Ω

Between terminal 2 and ground _____ Ω

Between terminal 3 and ground _____ Ω

Resistance reading (between 1&3) + (between 1&2) = (between 3&2) **if not, compressor winding is damaged**

Note: A reading of infinity to ground should be detected between each terminal to ground. **If not**, test for short to ground at the compressor windings.

Capacitor testing

Measured capacitor values, Herm _____ mfd, Fan _____ mfd.

Equipment used: Capacitor tester or Volt-Ohm-Meter

Other Inspections

Inspect all wiring. Is there any damage to wire or wire terminals? yes no

Inspect compressor contactor. Are the contact points burned? yes no

Has the compressor failed any of the winding tests? yes no, if so than an acid test must be made of the compressor oil

Has acid been detected in the compressor oil? yes no

Attachment 2 Compressor Evaluation Form



Electrical Readings

Amp draw of blower motor at high speed _____ Amp
Voltage across run capacitor terminals for Blower motor _____ Voltage

Whenever the system is opened to the Atmosphere, a replacement Liquid line drier must be installed per manufacturer instructions. When Acid is detected with an acid test kit, a Suction Line Filter Drier must be installed to remove acid!

For additional compressor pressure and temperature testing questions refer to the A/C and/or Heat Pump Field Assistance Request Form!

TSA Level 3 name/ ICP TSM: _____ Date: _____

DISPOSITION OF PRODUCT

The TSM is to determine the disposition of the product by returning this form to the distributor with his signature and indication of the disposition.

TSM Signature _____ Date _____

Disposition: Scrap Return to: _____

**Attachment 2
Compressor
Evaluation Form**



Please attach the rating plate here!

Attachment 3 Refrigerant Coil Evaluation Form



Failed Coil Inspection and Return Form

Date: _____

Distributor Information

Distributor Name: _____

TSA Name: _____

Address: _____

City and State: _____ Zip: _____

(One Coil Per Form)

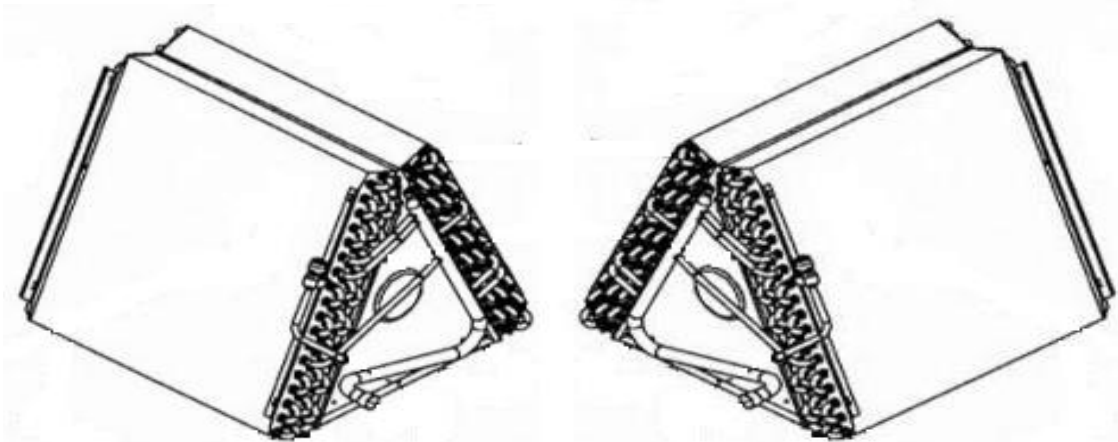
Product Information

Coil/Fan Coil _____
Model: _____

Serial Number: _____

Mark the appropriate drawing with the location of the refrigerant leak.

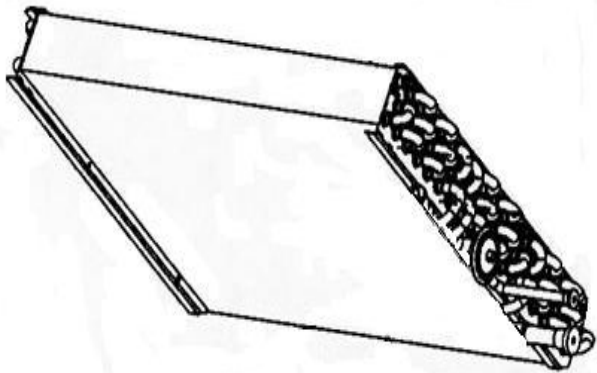
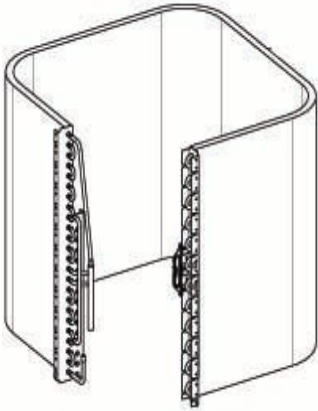
Evaporator "A" Coils



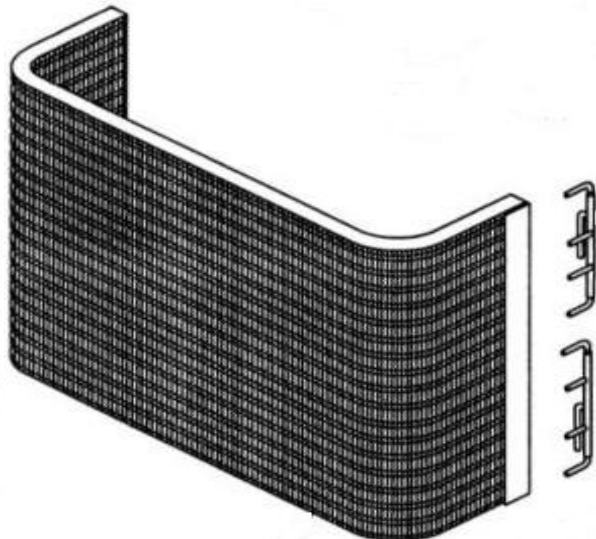
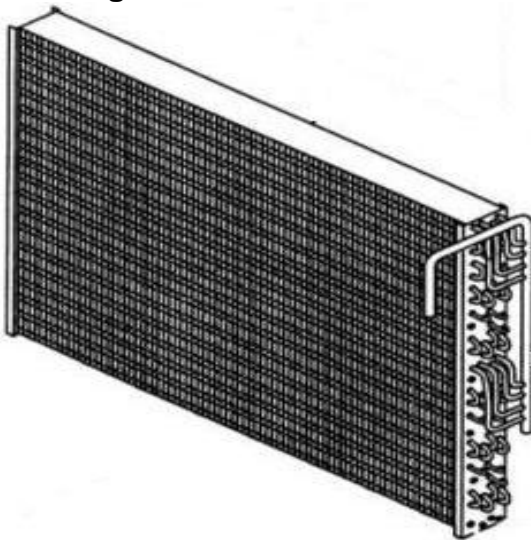
Split System Condenser Coil

Slab Shaped Evaporator Coil

Attachment 3 Refrigerant Coil Evaluation Form



Packaged Product Coils



DISPOSITION OF PRODUCT

The TSM is to determine the disposition of the product by returning this form to the distributor with his signature and indication of the disposition.

TSM Signature _____ Date _____

Disposition: Scrap Return to: _____

**Attachment 3
Refrigerant Coil
Evaluation Form**



Please attach the rating plate here!

Attachment 1 Heat Exchanger Evaluation Form



This form is to be completed by a Technical Service Advisor (TSA) whenever a request for unit replacement is made under the terms of Operating Letter 730. A Technical Service Advisor (TSA) Level 3 or level 4 is authorized to sign and approve a replacement of a unit. All other approvals require a Technical Service Manager (TSM) to approve the replacement. This form should be completed and forwarded to the distributor's TSM for authorization.

Model Number: _____ Serial Number: _____
Date Installed: _____ Date Failed: _____
Name of Level 3 or 4 TSA: _____ Name of Distributor: _____

Prior to replacing an existing unit due to a heat exchanger failure an evaluation of the furnace must be made. The testing procedures listed below are designed to help the TSA or servicing contractor capture technical information necessary to make a complete assessment and substantiate the need for unit replacement.

Gas Pressure Readings

Gas pressure reading at inlet to gas valve _____ in. WC (*unit at rest*)
Gas pressure reading at inlet to gas valve _____ in. WC (*unit operating on high fire*)
Gas pressure reading at outlet of gas valve _____ in. WC (*During unit operation*)
Gas supply to system is: natural gas L.P. fuel

Temperature Readings

Temperature rise between supply and return duct at furnace (*after 15 min. of operation*)
Supply temperature _____ °F Return temperature _____ °F Temperature differential _____ °F (ΔT)

Note: several readings should be taken in the supply and return duct. Each side of the duct should have no less than one temperature reading taken. This should be done to ensure an all-around accurate reading is being observed.

Attachment 1 Heat Exchanger Evaluation Form



Clacking the gas meter

The TSA will need to determine if the appliance can be operated for a short period of time without creating a safety concern, if the appliance can be operated in a safe manner then these tests are required.

1. Gas meter clocked at _____cu. Ft. dial
2. # Of seconds _____
3. Cubic feet of gas used per hour _____
4. Gas heating value for area _____
5. Furnace input _____BTUH
6. Altitude of furnace installation _____ft. (*number of feet above sea level when the installation is above 2000 feet*)

Carbon Monoxide Detection

CO in PPM of supply air at the furnace supply plenum ____PPM

CO in PPM of flue gas exiting breach of furnace ____PPM

Limit Control Checks

At what temperature does high limit control open _____°F

At what temperature does high limit control reset _____°F

Where is the temperature measured? _____

Free combustion Air

Observations should be made to determine if adequate combustion air is available to the installed furnace.

When the furnace is installed in an enclosed area: attic, basement, garage, etc., combustion air inlets should be measured for total free area of fresh air duct. 1 square inch of free air per 2000 BTU for horizontal duct opening is required.

1 square inch of free air per 4000 BTU's is required for vertical duct

Note: Additional information can be obtained from the installation instructions for that particular furnace.

Attachment 1 Heat Exchanger Evaluation Form



Electrical Readings

Line voltage to furnace _____ Volts. 60 \emptyset 50 \emptyset
Control Voltage at Transformer (at rest) _____ V. (Tstat calling for heat) _____ V.
Amp draw at (W) circuit furnace operating in the heating mode . _____ Amp.
Heat anticipator setting at thermostat _____. _____ Amp.
Amp draw of blower motor at high speed _____ Amp
Voltage across run capacitor terminals for Blower motor _____ Voltage
(With blower access panel in place and meter scale not set below 600 voltage scale)

TSA Level 3 or Level 4 Name/
TSM: _____
Distributor Name: _____
Date: _____

DISPOSITION OF PRODUCT

The TSM is to determine the disposition of the product by returning this form to the distributor with his signature and indication of the disposition.

TSM Signature _____
Date _____

Disposition: Scrap Return to: _____

**Attachment 1
Heat Exchanger Evaluation
Form**



Please attach the rating plate here!

**Attachment 3
Refrigerant Coil
Evaluation Form**



Attachment 2 Compressor Evaluation Form



Outdoor Unit Model: _____	Indoor Coil Model: _____
Outdoor Unit Serial: _____	Indoor Coil Serial: _____
Date Installed: _____	Date Installed: _____
Date Failed: _____	Date Failed: _____
Name of Level 3 or 4 TSA: _____	Name of Distributor: _____

This form is to be completed by a Technical Service Advisor (TSA) whenever a request for a unit replacement is made under the terms of Operation Letter 729 or 730. A Technical Service Advisor (TSA) Level 3 or Level 4 is authorized to sign and approve a replacement. All other approvals require a Technical Service Manager (TSM) to approve the replacement. This form should be completed and forwarded to the distributors TSM for authorization.

Prior to replacing an existing unit a complete evaluation of the compressor failure must be made. The testing procedures listed below are designed to help the TSA or servicing contractor capture technical information necessary to make a complete assessment and substantiate the need for unit replacement.

Comfort Alert Diagnostic

Enter the diagnostic flash code from the Comfort Alert Module: _____
(when Comfort Alert is available on the product)

For your reference here is a listing of the flash codes

- **Green “POWER”** Module has power Supply voltage is present at module terminals.
- **Red “TRIP”** Thermostat demand signal Y1 is present, but the compressor is not running.
- **Yellow “ALERT”**
 - **Flash Code 1: Long Run Time.** Compressor is running extremely long run cycles.
 - **Flash Code 2: System Pressure Trip.** Discharge or suction pressure out of limits or compressor overloaded.
 - **Flash Code 3: Short Cycling,** Compressor is running only briefly.
 - **Flash Code 4: Locked Rotor**
 - **Flash Code 5: Open Circuit**
 - **Flash Code 6: Open Start Circuit,** Current only in run circuit
 - **Flash Code 7: Open Run Circuit,** Current only in start circuit
 - **Flash Code 8: Welded Contactor,** Compressor always runs
 - **Flash Code 9: Low Voltage,** Control circuit < 17VAC

Attachment 2 Compressor Evaluation Form



Compressor Mechanical Tests

Note: this portion of the test procedure requires electrical power be supplied to the unit. Caution should be used to prevent personal injury due to electrical shock.

With the unit connected to electrical power,
will the compressor operate **yes** **no**

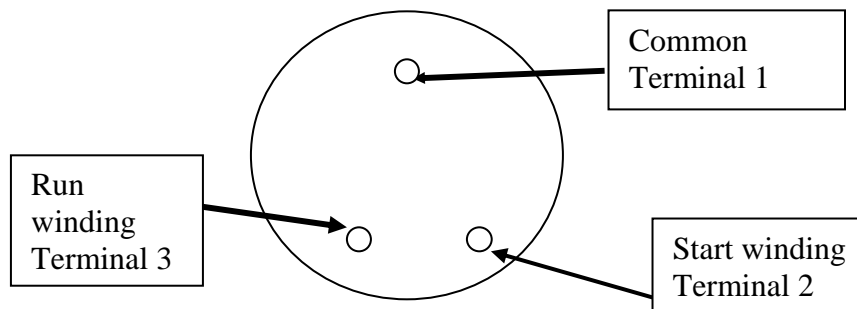
IF Yes,

Line voltage at contactor between L1 &L2: _____Volts. 60 \emptyset 50 \emptyset
Control Voltage across contactor coil: _____ Volts
Amp draw at run winding _____A.
Amp draw at start winding _____ A.
Amp draw at common terminal _____ A
Voltage at compressor contactor terminal T1 and T2 _____ V.(single phase)
Pressure at liquid service valve: _____, suction service valve _____
Temperature of Liquid Line: _____ °F, Suction Line: _____ °F

Important Note: Prior to testing the compressor, disconnect all electrical power to system, including indoor and outdoor power sources.

Prior to making the following tests, disconnect power to compressor!!

Terminal Locations for winding resistance readings



Compressor Winding Information

Resistance Measurements:

Between terminal 1 and 2 _____ Ω

Attachment 2 Compressor Evaluation Form



Between terminal 2 and 3 _____ Ω

Between terminal 1 and 3 _____ Ω

Between terminal 1 and ground _____ Ω

Between terminal 2 and ground _____ Ω

Between terminal 3 and ground _____ Ω

Resistance reading (between 1&3) + (between 1&2) = (between 3&2) ***if not, compressor winding is damaged***

Note: A reading of infinity to ground should be detected between each terminal to ground. **If not**, test for short to ground at the compressor windings.

Capacitor testing

Measured capacitor values, Herm _____ mfd, Fan _____ mfd.
Equipment used: Capacitor tester or Volt-Ohm-Meter

Other Inspections

Inspect all wiring. Is there any damage to wire or wire terminals? yes no

Inspect compressor contactor. Are the contact points burned? yes no

Has the compressor failed any of the winding tests? yes no, if so than an acid test must be made of the compressor oil

Has acid been detected in the compressor oil? yes no

Attachment 2 Compressor Evaluation Form



Electrical Readings

Amp draw of blower motor at high speed _____ Amp
Voltage across run capacitor terminals for Blower motor _____ Voltage

Whenever the system is opened to the Atmosphere, a replacement Liquid line drier must be installed per manufacturer instructions. When Acid is detected with an acid test kit, a Suction Line Filter Drier must be installed to remove acid!

For additional compressor pressure and temperature testing questions refer to the A/C and/or Heat Pump Field Assistance Request Form!

TSA Level 3 name/ ICP TSM: _____ Date: _____

DISPOSITION OF PRODUCT

The TSM is to determine the disposition of the product by returning this form to the distributor with his signature and indication of the disposition.

TSM Signature _____ Date _____

Disposition: Scrap Return to: _____

**Attachment 2
Compressor
Evaluation Form**



Please attach the rating plate here!

**Attachment 3
Refrigerant Coil
Evaluation Form**



Attachment 3 Refrigerant Coil Evaluation Form



Failed Coil Inspection and Return Form

Date: _____

Distributor Information

Distributor Name: _____

TSA Name: _____

Address: _____

City and State: _____ Zip: _____

(One Coil Per Form)

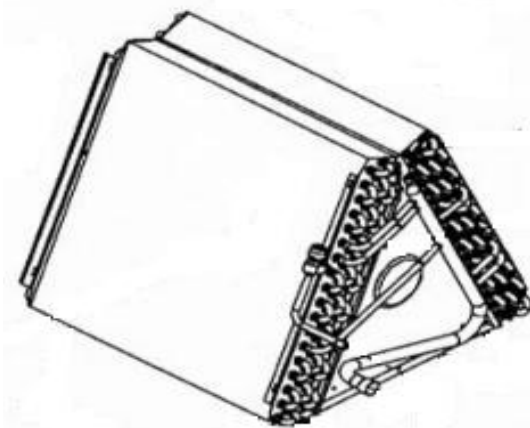
Product Information

Coil/Fan Coil _____
Model: _____

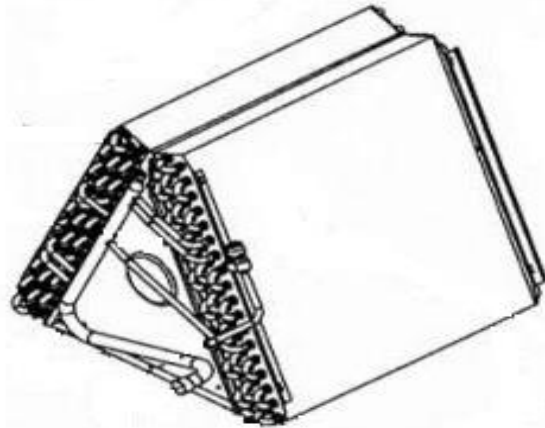
Serial Number: _____

Mark the appropriate drawing with the location of the refrigerant leak.

Evaporator "A" Coils

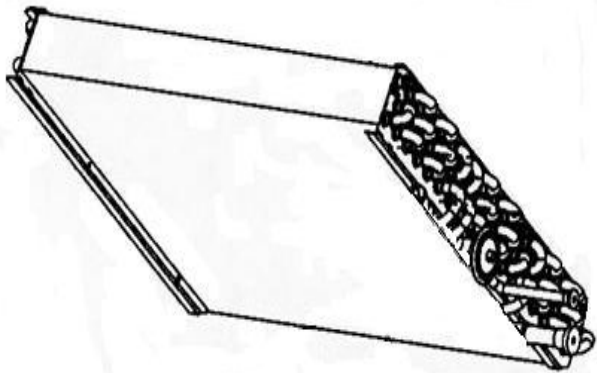
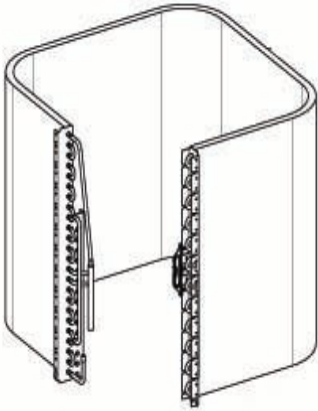


Split System Condenser Coil

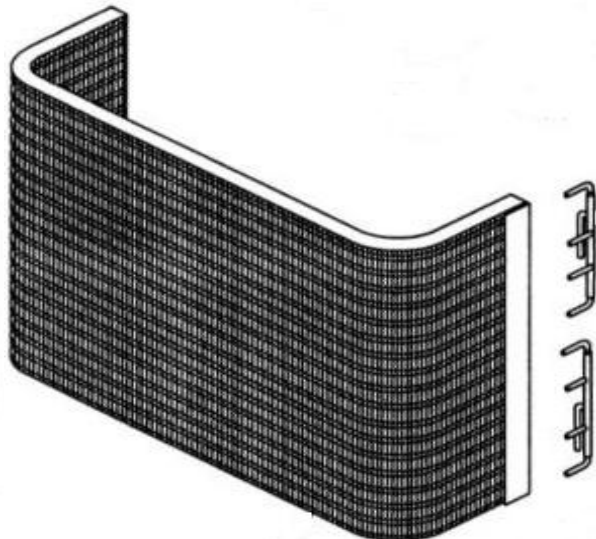
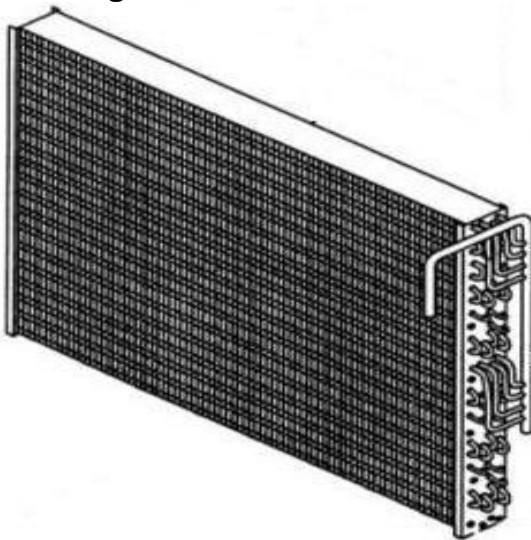


Slab Shaped Evaporator Coil

Attachment 3 Refrigerant Coil Evaluation Form



Packaged Product Coils



DISPOSITION OF PRODUCT

The TSM is to determine the disposition of the product by returning this form to the distributor with his signature and indication of the disposition.

TSM Signature _____ Date _____

Disposition: Scrap Return to: _____

**Attachment 3
Refrigerant Coil
Evaluation Form**



Please attach the rating plate here!

Information Bulletin

I-38

Technical Service Department

Issued: Oct. 11, 2006

Expires: Dec. 1, 2006

SUBJECT: Mobile Home Packaged Unit Drain Pans

PRODUCT: PHM3 and PAM3

REASON: Recent reports in the FRS indicate that some of the drain pans in the PHM3 and PAM3 products had developed hairline cracks during shipment. Further investigation has determined that a majority of drain pans were not damaged and would function as designed. However, a percentage of cracked drain pans were identified that indicate a failure rate that is not acceptable. Subsequently, the redesign and reapplication of the drain pan has resulting in product enhancements to eliminate the ongoing risk of drain pan cracking.

ACTION: Production of these models was temporarily suspended pending implementation of the design improvements. Changes have been implemented in production and the Lewisburg Distribution Center is in the process of reworking current inventory. Product built with drain pan enhancements can be identified by either an orange or green dot included on the shipping label.

If you have any existing inventory of this product, inspect the units by removing the pressure port side panel and pouring 8 to 10 oz of water, down the side of the evaporator coil into the drain pan. If water leaks out of the pan in any other location than the drain outlet, the pan is cracked and will need to be replaced. Do not sell any unit containing a cracked drain pan until further notice.

A field rework kit is in the process of being setup at Fast Parts. As soon as this kit is available the field will be notified of further actions to be taken.

We apologize for any inconvenience this issue may have caused you and your dealer.

Information Bulletin

I-39

Technical Service Department

Issued: 08-30-06

Expires: 08-30-07

SUBJECT: Incorrect electric auxiliary heater models specified on listed products

PRODUCT: PHF3* & PHM3*

REASON: Field reports indicate the rating plates for Entry level package product PH3* and PHM3* series units incorrectly call for the use of electric heaters used on larger chassis packaged units.

Investigations reveal this printing error occurred in late June '06.

ACTION: Units produced on or after 09/25/06 (week 39) for both PHF3* and PHM3* series units have rating plates with correctly list compatible electric heater models. For units produced between 7/10/06 and 9/25/06 refer to the appropriate "Product Specification Sheets" for a listing of the correct electric heater models.

Included with this bulletin is a letter written for your use and your customer's use that outlines the issue stated above. If a special circumstance arises requiring a replacement rating label, contact your ICP TSM for further assistance.

NOTES: The third digit in the model number of all Electric Heater accessories for 13 seer products determines which packaged unit model the accessory is to be applied.

EHM* = Mobile Home (PHM3*) chassis

EHA* = PHF3* chassis

EHB* = PHX3* chassis



Date: 9/18/06

Dear Dealer,

This letter is being sent informing you rating plates for the PHM3* and PHF3* series units produced prior to 09/25/2006 include an error on the rating label. These rating labels incorrectly list the use of electric EHB and EHC series electric heaters for use on PHM3* and PHF3* series units. EHB and EHC electric heaters have difference physical dimensions making it impossible to install on the listed product. The electric heaters listed on the table below are the correct electric heaters designed and certified for use with the listed unit series. Corrected rating plate information is included with units produced on or after 9/25/06.

The below table is a listing of the correct heaters for PHF3* and PHM3* units that are produced by International Comfort Products LLC.

PHM3 & PHF3 ELECTRIC HEATER CALLOUT					
MODEL #	PKG NUMBER #1 (5KW)	PKG NUMBER #2 (7KW)	PKG NUMBER #3 (10KW)	PKG NUMBER #4 (15KW)	PKG NUMBER #5 (20KW)
PHM324K00A1	EHMA05K*	EHMA07K*	EHMA10K*		
PHM330K00A1	EHMA05K*	EHMA07K*	EHMA10K*		
PHM336K00A1	EHMA05K*	EHMA07K*	EHMA10K*	EHMA15KB	EHMA20KB
PHM342K00A1	EHMA05K*	EHMA07K*	EHMA10K*	EHMA15KB	EHMA20KB
PHM348K00A1	EHMA05K*	EHMA07K*	EHMA10K*	EHMA15KB	EHMA20KB
PHM354K00A1	EHMA05K*	EHMA07K*	EHMA10K*	EHMA15KB	EHMA20KB

PHF324000K00A1	EHAA05K*	EHAA07K*	EHAA10KB		
PHF330000K00A1	EHAA05K*	EHAA07KB	EHAA10KB	EHAA15KB	
PHF336000K00A1	EHAA05K*	EHAA07KB	EHAA10KB	EHAA15KB	EHAA20KB
PHF342000K00A1	EHAA05K*	EHAA07KB	EHAA10KB	EHAA15KB	EHAA20KB
PHF348000K00A1	EHAA05KB	EHAA07KB	EHAA10KB	EHAA15KB	EHAA20KB

* = B, breaker or N, non breaker

James Amick

Product Support Engineer
International Comfort Products, LLC

Service Bulletin

S027

Technical Service
Department

Issued: 9/28/2005
Revised: 9/30/2006
Expires: 12/31/2006

MANDATORY FIELD ACTION

SUBJECT: Product Safety Recall. Honeywell Fan Timer Board, ICP Part Number 1084197, when used in certain 10 SEER Entry Level Gas/Electric Packaged Units.

PRODUCT: The affected units are entry-level gas/electric package units with 3- and 5-ton cooling capacities manufactured between the 41st week of 2000 and the 26th week of 2003, inclusive.

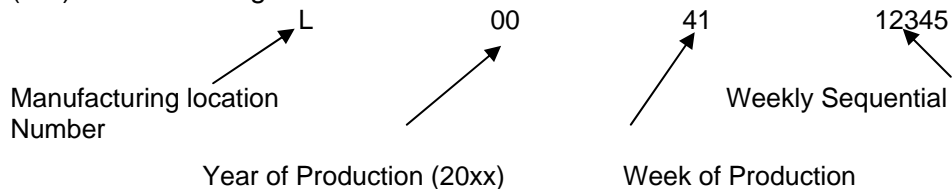
The affected model numbers and date codes are:

PGC(036,060)(K,H,L or S)(060,080,100 or 140)(A,B,C,D or E)
PGF(036,060)(K,H,L or S)(060,080,100 or 140)(A,B,C,D or E)
PGS(036,060)(K,H,L or S)(060,080,100 or 140)(A,B,C,D or E)
GPFM(36,60)(K,H,L or S)(060,080,100 or 140)(A,B,C,D or E)
GPCM(36,60)(K,H,L or S)(060,080,100 or 140)(A,B,C,D or E)
GPSM(36,60)(K,H,L or S)(060,080,100 or 140)(A,B,C,D or E)

Serial number date code range will be in one of the following formats:

L0041xxxxx – L0237xxxxx
G0241xxxxx – G0326xxxxx
4102Gxxxxx – 2603Gxxxxx

The affected units were manufactured between calendar week 41 of 2000 and week 26 of 2003, at the Lewisburg, TN (denoted with an "L") or the Tyler, TX ("G") manufacturing facilities. The serial number is structured as follows:



REASON: In the above listed product only, a fire starting on the fan control board could escape from the unit. This potential safety hazard could result in property damage or personal injury resulting from fire.

The specific configuration of these small package products can allow a fire that starts on the control board to spread to the plastic motor capacitor, then to the foam block that separates the control enclosure from the area around the C-shaped condenser coil, to the plastic mesh coil guard, and eventually to any combustible material adjacent to the unit. **Only the above listed products meet these criteria.**

Service Bulletin

S027

Technical Service
Department

Issued: 9/28/2005
Revised: 9/30/2006
Expires: 12/31/2006

There have been very few instances of property damage reported due to this condition. No injuries or deaths have been reported.

ICP has reported this matter to the U. S. Consumer Product Safety Commission (CPSC), Underwriters Laboratories, Canada (ULC) and the Technical Standards & Safety Authority of Ontario (TSSA).

ACTION: ICP, CPSC and Canadian authorities are requiring all products listed above to be located and corrected, whether installed or uninstalled. ICP is sending to each distributor a list of the individual units sold to the distributor to aid in product location.

If you encounter a unit that you think may already have had a new board installed, you can confirm by checking the date code on the board. Only fan control boards with a Honeywell date code of 0429 or older must be replaced. This date code marking is located on the corner of the fan control adjacent to the fan time on/off DIP-switch. Fan Controls with a date code of 0430 or newer have the new revisions and do not need to be replaced. Such units must be reported to ICP for tracking purposes.

The corrective action required by this bulletin is to replace the fan control board and the plastic outdoor motor capacitor with a new board and a metal capacitor supplied by Mainline. These parts will be included in one of four rework kits that are identified in the attached rework procedure, attachment A.

THE DISTRIBUTOR MUST:

1. Send a copy of the NOTICE letter from ICP to each dealer to whom a unit was sold. This letter provides details of this Mandatory Field Action. We recommend that this letter should be delivered by the week of November 4, 2005 using a delivery method that provides a return receipt such as Certified Mail or next day delivery. The return receipt should be kept in a permanent file to allow the distributor to prove that a dealer has been notified of this recall. This is for your protection. Samples of this letter from ICP to the dealer are included in the rework booklet with this bulletin.
2. REWORK all subject packaged units in its inventory.
3. Removed Parts from *installed* units are to be field scrapped at the distributor. **The distributor is required to fill out the attached DESTROYED BOARD CERTIFICATION (Attachment B) for all recovered boards and return to the address listed on the form. The warranty claim will be placed on hold until the DESTROYED BOARD CERTIFICATE is received.** ICP will audit these forms and follow up with the distributor for a complete listing of the serial numbers claimed under this service bulletin. File the claim under the ICP warranty system, using either a 751 claim form or the Atlas system.

Service Bulletin

S027

Technical Service
Department

Issued: 9/28/2005

Revised: 9/30/2006

Expires: 12/31/2006

4. Removed Parts from *inventory* units are to be field scrapped at the distributor. **The distributor is required to fill out the attached CREDIT REQUEST FORM (Attachment C), sign the certification and return to the address listed on the form.** ICP will audit these forms and follow up with the distributor for a complete listing of the serial numbers claimed under this service bulletin.

THE DEALER MUST:

1. Send a copy of the NOTICE letter from International Comfort Products, LLC before December 16, 2005 to each customer to whom it sold a unit. A sample consumer letter is included in the rework booklet with this bulletin.
2. Locate and rework all subject package units that have been installed in customer's homes or businesses using the correct rework kit. The kit installation instructions **MUST** be followed completely.
3. **REWORK** all subject-packaged units in their inventory.
4. Record all consumer, dealer and unit information for each reworked package unit. Provide to the distributor this information along with the removed parts. It is highly recommended that the dealer maintain a copy of this information for their records.

Service Bulletin

S027

Technical Service
Department

Issued: 9/28/2005
Revised: 9/30/2006
Expires: 12/31/2006

- ALLOWANCE:
- A. Installed Product - Upon completion of a 751-claim form, ICP will reimburse the distributor for the parts and provide \$65.00 USD for labor, \$80.00 CAD. To receive credit, a properly completed 751-claim form with the model and serial numbers matching the above listed model numbers and date code range. Enter "S27A" in the CATTIP/Service Bulletin box located on the form. The homeowner name and address information must be included. Both the removed fan board and the capacitor are to be returned in the rework kit box to the distributor for credit. The distributor is to field scrap the returned parts. **ALL RETURNED CONTROL BOARDS ARE TO BE DESTROYED BY THE DISTRIBUTOR AND CERTIFIED TO ICP BY SERIAL NUMBER OF THE UNIT. The warranty claim will be placed on hold until the DESTROYED BOARD CERTIFICATE is received.** See Paragraph "3." in "The Distributor Must" Section above.
 - B. Inventory Product – Distributor: For product that is in distributor inventory and has not been installed, ICP will reimburse the distributor for the rework kit and \$25 labor, \$31 CAD. To receive credit, list each reworked unit on the attached sheet "**Inventory/Uninstalled Units Reworked to S027**"(Attachment C). The distributor is to field scrap the returned parts. **ALL RETURNED CONTROL BOARDS ARE TO BE DESTROYED BY THE DISTRIBUTOR AND CERTIFIED TO ICP BY SERIAL NUMBER OF THE UNIT.** See Paragraph "4." in "The Distributor Must" Section above.
 - C. Inventory Product – Dealer: For product that is in dealer inventory and has not been installed, ICP will reimburse the distributor for the rework kit and \$25 labor, \$31 CAD. To receive credit, the distributor must list each dealer reworked unit on the attached sheet "**Uninstalled Units Reworked to S027**" and provide the data to the distributor. The distributor is to field scrap the returned parts. **ALL RETURNED CONTROL BOARDS ARE TO BE DESTROYED BY THE DISTRIBUTOR AND CERTIFIED TO ICP BY SERIAL NUMBER OF THE UNIT.** See Paragraph "4." in "The Distributor Must" Section ABOVE.
 - D. To place orders for the kits, The distributor should fax their purchase order to their Mainline Equipment Account Manager. Each kit is \$1, which ICP will reimburse with the completed warranty information. ICP will ship the kits prepaid to distributors. To assure that adequate quantities remain available, these kits will be allocated based on the number of units shipped to the distributor as identified in the information packet.

If either the dealer or homeowner has any additional questions regarding this notice, they may call: **1-800-649-4706**

Attachment A

INSTALLATION INSTRUCTIONS Fan Timer Board & Plastic Capacitor Replacement (S027)

This kit is designed to replace the fan timer board and plastic capacitor for the selected A-chassis gas package products (L0041 through L0252, and G0226 through G0326, and 4102G through 2603G) listed below. **Please read these instructions completely before attempting installation.**

Kit Part No.	Use with A-chassis Gas Pack Model No.
S2736A1	PGC036K060, 080, 100 / GPCM36K060, 080, 100 PGF036K060, 080, 100 / GPFM36K060, 080, 100 PGS036K100 / GPSM36K100
S2760B1	PGC060K100C, D, E / GPCM60K100C, D, E PGC060K140 / GPCM60K140 PGF060K100C, D, E / PGFM60K100C, D, E PGF060K140C, D, E / GPFM60K140C, D, E PGS060K140E / GPSM60K140E
S2760A1	PGC060K100B / GPCM60K100B PGF060K100A, B / GPFM60K100A, B PGF060K140A, B / GPFM60K140A, B PGS060K140A / GPSM60K140A
S273PA1	PGF036H080, 100 / GPFM36H080, 100 PGF036L080, 100 / GPFM36L080, 100 PGF036S100 / GPFM36S100 PGF060H100, 140 / GPFM60H100, 140 PGF060L100, 140 / GPFM60L100, 140 PGF060S140 / GPFM60S140 PGS036H100 / GPSM36H100

Examine Kit to determine that the following parts are present with the replacement:

S2736A1	
PART DESC., PART NO.	QTY REQD
CIRCUIT BOARD, HW ST9120C5005	1
CAPACITOR, DUAL 440V 5+35MFD	1
CAPACITOR CLAMP, ROUND	1
SCREWS, SELF TAPPING	2
INSTALLATION INSTRUCTIONS	1
LABEL 331240-101 rev. A	1
S2760B1	
PART DESC., PART NO.	QTY REQD
CIRCUIT BOARD, HW ST9120C5005	1
CAPACITOR, DUAL 440V 5+55MFD	1
INSTALLATION INSTRUCTIONS	1
LABEL 331240-101 rev. A	1
S2760A1	
PART DESC., PART NO.	QTY REQD
CIRCUIT BOARD, HW ST9120C5005	1
CAPACITOR, DUAL 370V 5+60MFD	1
INSTALLATION INSTRUCTIONS	1
LABEL 331240-101 rev. A	1
S273PA1	
PART DESC., PART NO.	QTY REQD
CIRCUIT BOARD, HW ST9120C5005	1
CAPACITOR, 370V 5MFD	1
CAPACITOR CLAMP, OVAL	1
SCREWS, SELF TAPPING	2
INSTALLATION INSTRUCTIONS	1
LABEL 331240-101 rev. A	1

WARNING

FIRE, EXPLOSION, CARBON MONOXIDE POISONING HAZARD

Failure to follow this instruction exactly could result in property damage, personal injury and/or death.

This conversion kit shall be installed by a qualified service technician in accordance with the Manufacturer's instructions and all applicable codes and requirements of the authority having jurisdiction. The qualified service agency person performing this work assumes responsibility for the proper conversion of this furnace with this kit.

WARNING

ELECTRIC SHOCK HAZARD/FIRE AND/OR EXPLOSION HAZARD

Failure to follow this instruction exactly could result in property damage, personal injury and/or death.

Turn OFF gas supply at manual gas valve before turning OFF electric power supply and starting Installation.

Turn OFF electric power supply at disconnect switch or service panel before starting installation

Disassembly & Installation

1. Turn off gas supply at manual gas valve.
2. Disconnect power to unit
3. Remove burner compartment door.
4. Using pliers, reach in between the condenser coil and division panel and compress the four plastic pins holding the fan control board to the division panel and while holding the control board pull each of the four pins back through the panel.
5. Holding the new board adjacent to the old board remove one wire at a time from the old board and reconnect to the same location on the new board.
6. Insert the four pins on the new board into the same holes that were used for the old board.
7. Using a 5/16" nut driver remove the clamp holding the plastic capacitor in place.

WARNING

ELECTRICAL SHOCK HAZARD

Failure to follow this warning may result in personal injury.

Capacitor could still hold charge. Short capacitor contacts together to relieve charge

8. Disconnect the wires from the plastic capacitor and reconnect to the metal capacitor.
9. Attach the new metal capacitor to the division panel with the original or the new clamp if needed.
10. Attach label, included in kit, above the pressure switch on division panel. Write installation date of new board on the provided lines of label.

Start-Up

Connect power to the unit and test in both heating and cooling modes for proper operation.

CAUTION

EQUIPMENT DAMAGE HAZARD

Failure to follow this Caution may result in equipment failure.

If any sparks, odors or unusual noises occur, immediately shut OFF the electric power to the unit. Check for wiring errors to the fan timer board and capacitor.

Service Bulletin

S-028

Technical Service Department

Issued: September 11, 2006
Expires: December 31, 2006

SUBJECT: Special Parts Return Request

PRODUCT: Select Components on Mission Victory Platform Product, 13 SEER and up, Split Systems, Fan Coils, Furnace Coils, Small Packaged Product

REASON: In an effort to continuously improve ICP's products, we are requesting select components to be returned to ICP for a detailed analysis of the failure modes. This bulletin is in compliance with Operating Letter 706, "Disposition of Defective In-Warranty Parts" Special Returns section.

ACTION: Attached is a list of the individual components that are being requested for return. This list will be periodically modified as different parts are identified for return. When this occurs, this service bulletin will be reissued with the new list attached.

When a warranty claim is received and it includes any of the parts listed attach a copy of the warranty claim, any comments describing the failure, and return the part, along with any installation information and warranty tag to:

For USA distributors return the parts using UPS account 305339 to:
ICP Part Return
5733 W. Minnesota St
Indianapolis, IN 46241

For Canadian distributors return the parts using UPS account R51A80 to:
ICP Canada
6060 Burnside Court, Unit 1
Mississauga, ONT L5T 2T5

DO NOT send Shipments COD or Collect. The receiving location cannot receive COD or Collect shipments; therefore these shipments must be returned to the sender. Also note that UPS has a maximum 70 pound shipping weight. If the part you are returning is heavier than 70 pounds, contact your TSM for further instructions on returning S-028 designated parts.

Ship the part As Soon As Possible. Do Not hold S-028 designated parts for bulk shipments. Daily shipments are encouraged. Do Not send the original warranty claim with the part. Credit for warranty must be requested using existing Operating Letter processes.

**Service Bulletin S028 Attachment
Special Request Parts List**

Component Name	Component Part Number	ICP Part Number
X13 Fan Coil Blower Motor	HD42AE230	1173782
	HD42AE231	1173783
	HD42AE232	1173784
	HD44AE137	1172987
	HD44AE138	1172988
	HD46AE238	1172989
	HD46AE239	1172990
X13 Fan Coil Tap Select Boards	HK61EA010	1172975
Danfoss TXV	EA36YD040	1173164
	EA36YD045	1173165
Fan Coil Control Board	HK61EA006	1171734
Sporlan TXV- Furnace Coil	EA36YD062	1173167
	EA36YD084	1173387
	EA36YD094	1173389
	EA36YD104	1173403
	EA36YD114	1173391
Sporlan TXV - Fan Coil	EA36YD034	1172864
	EA36YD036	1173846
	EA36YD038	1174277
	EA36YD054	1172866
	EA36YD064	1172869
Evap Coils - Furnace Coil	EBA*	EBA*
	EBD*	EBD*
	EBU*	EBU*
	EDA*	EDA*
	EDD*	EDD*
	EDM*	EDM*
	EHD*	EHD*
	EMA*	EMA*

2006 MODEL NUMBER IDENTIFICATION

1-PHASE OUTDOOR UNIT MODEL NUMBER IDENTIFICATION GUIDE										
*	2	A	3	18	A	K	A	1	0	0
* = BRAND										
2 = R-22										
4 = R-410A REFRIGERANT										
A = Air Conditioner										
H = Heat Pump TYPE										
3 = 13 SEER										
4 = 14 SEER										
6 = 16 SEER										
8 = 18 SEER NOMINAL EFFICIENCY										
18 = 18,000 BTUH = 1½ TONS										
24 = 24,000 BTUH = 2 TONS										
30 = 30,000 BTUH = 2½ TONS										
36 = 36,000 BTUH = 3 TONS										
42 = 42,000 BTUH = 3½ TONS										
48 = 48,000 BTUH = 4 TONS										
60 = 60,000 BTUH = 5 TONS NOMINAL CAPACITY										
A = STANDARD GRILLE										
G = COIL GUARD GRILLE FEATURES										
K = 208/230-1-60 VOLTAGE										
SALES CODE										
ENGINEERING REVISION										
EXTRA DIGIT										
EXTRA DIGIT										

3-PHASE OUTDOOR UNIT MODEL NUMBER IDENTIFICATION GUIDE										
N	2	A	3	36	A	H	A	1	0	0
N = Entry										
H = Mainline										
2 = R-22										
4 = R-410A REFRIGERANT										
A = Air Conditioner										
H = Heat Pump TYPE										
3 = 13 SEER										
4 = 14 SEER NOMINAL EFFICIENCY										
36 = 36,000 BTUH = 3 TONS										
42 = 42,000 BTUH = 3½ TONS										
48 = 48,000 BTUH = 4 TONS										
60 = 60,000 BTUH = 5 TONS NOMINAL CAPACITY										
A = STANDARD										
G = ENHANCED GRILLE OPTION FEATURES										
H = 208/230-3-60										
L = 460-3-60 VOLTAGE										
SALES CODE										
ENGINEERING REVISION										
EXTRA DIGIT										
EXTRA DIGIT										

2006 MODEL NUMBER IDENTIFICATION

FAN COIL MODEL NUMBER IDENTIFICATION GUIDE

F	S	U	2	X	18**	A	1
F = FAN COIL		S = STANDARD PSC		U = UPFLOW			
E = BPM (Brushless Permanent Magnet)		V = VARIABLE SPEED MOTOR TYPE					
M = MULTIPOISE		A = APARTMENT INSTALLATION TYPE					
2 = R-22		4 = R-410A REFRIGERANT					
X = TXV METERING DEVICE							
18** = 18,000 BTUH = 1½ TONS		24** = 24,000 BTUH = 2 TONS		30** = 30,000 BTUH = 2½ TONS		36** = 36,000 BTUH = 3 TONS	
42** = 42,000 BTUH = 3½ TONS		48** = 48,000 BTUH = 4 TONS		60** = 60,000 BTUH = 5 TONS NOMINAL CAPACITY			
						** = 00 = no electric heat (all models)	
						** = 05, 07, or 11 kW electric heat (FSA2 only)	
SALES CODE							
ENGINEERING REVISION							

EVAPORATOR COIL MODEL NUMBER IDENTIFICATION GUIDE

E	D	A	2	X	18	B	A	1	
E = EVAPORATOR		D = DELUXE		M = MANUFACTURED HOME		H = HORIZONTAL SLAB		B = BUILDER	
A = LOOSE		D = CASSED		M = MULTIPOISE (CASED) APPLICATION					
2 = R-22		4 = R-410A REFRIGERANT		X = TXV METERING DEVICE					
18 = 18,000 BTUH = 1½ TONS		24 = 24,000 BTUH = 2 TONS		30 = 30,000 BTUH = 2½ TONS		36 = 36,000 BTUH = 3 TONS		42 = 42,000 BTUH = 3½ TONS	
48 = 48,000 BTUH = 4 TONS		60 = 60,000 BTUH = 5 TONS NOMINAL CAPACITY							
A = 13"		B = 15"		F = 19"		J = 22"		L = 24" WIDTH	
A = STANDARD		AT = TIN COATED COPPER TUBES OPTION						SALES CODE / FEATURES	
ENGINEERING REVISION									

2006 MODEL NUMBER IDENTIFICATION

DUCT FREE SPLIT OUTDOOR UNIT MODEL NUMBER IDENTIFICATION GUIDE

DFC	2	A	3	09	J	1	A	1	
DFC = Duct Free Condenser									
2 = R-22									
4 = R-410A		REFRIGERANT							
A = AC									
H = HP		TYPE							
3 = 13									
4 = 14		NAMEPLATE SEER							
09 = 9,000 BTUH = ¾ TON									
12 = 12,000 BTUH = 1 TON									
18 = 18,000 BTUH = 1½ TONS									
24 = 24,000 BTUH = 2 TONS									
30 = 30,000 BTUH = 2½ TONS									
36 = 36,000 BTUH = 3 TONS				NOMINAL CAPACITY					
J = 115-1-60									
K = 208/230-1-60						VOLTAGE			
1 = Single Zone									
2 = Dual Zone									
3 = Tri Zone								ZONES	
SALES CODE									
ENGINEERING REVISION									

DUCT FREE SPLIT INDOOR UNIT MODEL NUMBER IDENTIFICATION GUIDE

DFC	2	A	H	09	J	A	1
DFC = Duct Free Fan Coil							
2 = R-22							
4 = R-410A		REFRIGERANT					
A = AC							
H = HP		TYPE					
H = High Wall							
U = Under Ceiling							
C = Cassette		APPLICATION					
09 = 9,000 BTUH = ¾ TON							
12 = 12,000 BTUH = 1 TON							
18 = 18,000 BTUH = 1½ TONS							
24 = 24,000 BTUH = 2 TONS							
30 = 30,000 BTUH = 2½ TONS							
36 = 36,000 BTUH = 3 TONS				NOMINAL CAPACITY			
J = 115-1-60							
K = 208/230-1-60						VOLTAGE	
SALES CODE							
ENGINEERING REVISION							

2006 MODEL NUMBER IDENTIFICATION

NEW GAS FURNACE MODEL NUMBER IDENTIFICATION GUIDE

Brand Identifier * = Brand	9	MP	2	075	B	12	C	1	Engineering Rev. Denotes minor changes
Brand Efficiency 8 = Non-Condensing, 80+% Gas Furnace 9 = Condensing, 90+% Gas Furnace									Marketing Digit Denotes minor change
Installation Configuration UP = Upflow DN = Downflow UH = Upflow/Horizontal HZ = Horizontal DH = Downflow/Horizontal MP = Multiposition, Up/Down/Horizontal									Cooling Airflow 08 = 800 CFM 12 = 1200 CFM 14 = 1400 CFM 16 = 1600 CFM 20 = 2000 CFM
Major Design Feature 1 = One (Single) Pipe N = Single Stage 2 = Two Pipe P = PVC Vent D = 1 or 2 Pipe T = Two Stage L = Low NOx V = Variable Speed									Cabinet Width B = 15.5" Wide F = 19.1" Wide J = 22.8" Wide L = 24.5" Wide
									Input (Nominal MBTUH)

ACCESSORIES MODEL NUMBER IDENTIFICATION GUIDE

MODEL NUMBER	N	A	H	A	001	NK	
PRODUCT FAMILY							
PRODUCT GROUP A - ACCESSORIES							PRODUCT IDENTIFIER SEE BELOW
PRODUCT TYPE C - COOLING X - SPECIAL M - MULTIUSE (Heating and/or cooling) S - SUPPLEMENTARY HEAT H - HEATING							PRODUCT IDENTIFIER NUMBER
							SERIES

ACCESSORY PRODUCT IDENTIFIER ASSIGNMENT

AC = ANTICYCLE TIMER	FF = FILTER FRAME	NK = NEUTRALIZER KIT
AH = AUXILIARY HEATER	FK = FILTER KIT	OB = OIL BURNER
BK = BLOWER KIT	FK = 10 PACK FILTER	OT = OUTDOOR THERMOSTAT
CA = CURB ASSEMBLY	GF = GRILLE, FILTER	PA = PLENUM ASSEMBLY
CC = COIL CABINET	GR = GRILLE	PS = LP PRESSURE SWITCH
CV = CONCENTRIC VENT KIT	HG = HI ALT. NATURAL GAS KIT	RC = RETURN AIR CABINET
DH = DRAFT HOOD KIT	HK = HORIZONTAL PRESSURE SWITCH KIT	SB = SUBBASE
DK = DRAIN KIT	HL = HI ALT. LP (PROPANE) KIT	SC = START COMPONENT
DP = 10 PACK DRAIN PAN KIT	LC = LINE, CHARGED	SK = STUB KIT
EH = EMERGENCY HEAT KIT	LF = ALTERNATE INPUT KIT	TK = TRANSITION KIT
EK = ECONOMIZER KIT	LP = NATURAL TO L.P. KIT	TS = THERMOSTAT, SUBBASE
FC = FILTER COMPARTMENT	MB = MODULAR BLOWER	TW = THERMOSTAT, WALL
FD = FLUE DAMPER	NG = LP TO NATURAL GAS KIT	WK = TWINNING KIT

2006 MODEL NUMBER IDENTIFICATION

MOBILE HOME

Product Family	SEER	Nominal Cooling Capacity Btuh	Voltage	Heat Options	Design Code	Eng. Rev. Code
PAM - Package A/C Mobile Home PHM - Package H/P Mobile Home	3 = 13	24 = 24,000 30 = 30,000 36 = 36,000 42 = 42,000 48 = 48,000 54 = 54,000	K = 208/230-1-60	00 = No Heat	A	1
Example: PAM	3	24	K	00	A	1

"A" CHASSIS

Product Family	SEER	Nominal Cooling Capacity Btuh	Heating Input Btuh	Voltage	Option Code	Design Code	Eng. Rev. Code
PGF0 - Package Gas/Electric PAF0 - Package A/C PHF0 - Package Heat Pump	3 = 13	24 = 24,000 30 = 30,000 36 = 36,000 42 = 42,000 48 = 48,000 54 = 54,000	000 = N/A 040 = 40,000 060 = 60,000 080 = 80,000 100 = 100,000 120 = 120,000 140 = 140,000	K = 208/230-1-60 H = 208/230-3-60 L = 460-3-60	00 = Nat 01 = Lo Nox	A	1
Example: PGF0	3	24	060	K	00	A	1

"B" & "C" CHASSIS

Product Family	SEER	Nominal Cooling Capacity Btuh	Heating Input Btuh	Voltage	Option Code	Design Code	Eng. Rev. Code
PGX - Package Gas/Electric R410A PHGX - Package Dual Fuel R410A PAX - Package A/C R410A PHX - Package Heat Pump R410A	3 = 13	24 = 24,000 30 = 30,000 36 = 36,000 42 = 42,000 48 = 48,000 60 = 60,000	000 = N/A 040 = 40,000 060 = 60,000 080 = 80,000 100 = 100,000 120 = 120,000 140 = 140,000	K = 208/230-1-60 H = 208/230-3-60 L = 460-3-60	00 = Nat 01 = Lo Nox	A	1
Example: PGX	3	24	060	K	00	A	1

13 to 25 TON

Product Family	Series	Nominal Cooling Capacity Btuh	Voltage	Heating Input Btuh	Design Code	Eng. Rev. Code
PG - Package Gas/Electric PA - Package A/C PH - Package Heat Pump	S = Standard E = Ashrae 90.1	156 = 156,000 180 = 180,000 240 = 240,000 300 = 300,000	H = 208/230-3-60 L = 460-3-60 S = 575-3-60	000 = N/A 230 = 230,000 275 = 275,000 300 = 300,000 360 = 360,000	A	A
Example: PG	E	180	H	230	A	A

OUTDOOR UNIT MODEL NUMBER IDENTIFICATION GUIDE (single phase)											
Digit Position:	1	2	3	4	5, 6	7	8	9	10	11	12
Example Part Number:	N	2	A	3	18	A	K	A	1	0	0
H = Heil and All 3 Phase Mainline T = Tempstar Mainline H = Arcoaire Mainline C = Comfortmaker Mainline H = Airquest Mainline C = Keeprite Mainline C = Kenmore Mainline H = Kenmore Mainline T = Kenmore Mainline H = ICP Commercial Mainline N = Entry BRANDING											
2 = R-22 4 = R-410A REFRIGERANT											
A = Air Conditioner H = Heat Pump TYPE											
0 = 10 SEER 3 = 13 SEER 4 = 14 SEER 5 = 15 SEER 6 = 16 SEER 7 = 17 SEER 8 = 18 SEER NOMINAL EFFICIENCY											
18 = 18,000 BTUH = 1½ tons 24 = 24,000 BTUH = 2 tons 30 = 30,000 BTUH = 2½ tons 36 = 36,000 BTUH = 3 tons 42 = 42,000 BTUH = 3½ tons 48 = 48,000 BTUH = 4 tons 60 = 60,000 BTUH = 5 tons NOMINAL CAPACITY											
A = Standard Grille G = Coil Guard Grille C = Coastal FEATURES											
K = 208/230-1-60 H = 208/230-3-60 L = 460-3-60 S = 575-3-60 VOLTAGE											
Sales Code											
Engineering Revision											
Extra Digit											
Extra Digit											

ACCESSORIES PART NUMBER IDENTIFICATION GUIDE									
Digit Position:	1	2	3	4	5	6, 7	8, 9	10, 11	
Example Part Number:	N	A	S	A	0	01	01	CH	
N = Non-Branded	BRANDING								
A = Accessory	PRODUCT GROUP								
S = Split System (AC & HP)	KIT USAGE								
A = Original									
B = 2nd Generation		MAJOR SERIES							
0 = Generic or Not Applicable									
2 = R-22									
4 = R-410A				REFRIGERANT					
Product Identifier Number									
Package Quantity									
Type of Kit (Example: CH = Crankcase Heater)									