

Ducted Systems Technical Services: Service Tips Letter

Letter: ST-013-23

Date: May 9, 2023 Effective: September 13, 2022 Expires: September 13, 2024

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

Subject: **Wolong ECM Outdoor Fan Motor Reliability Improvement**

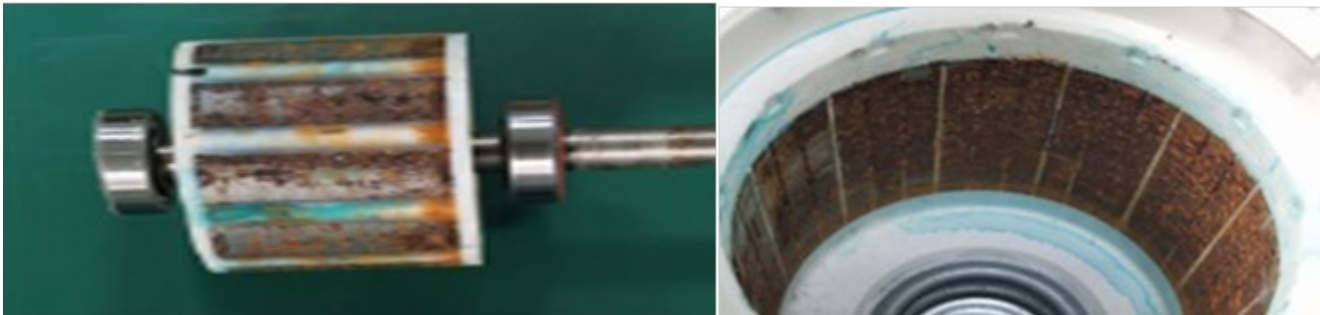
Product/s: AC19B, AL19B, HC19B, HL19B, CC7B, CC17B, CH6B, RAC15, RAC17L, RHP14L, RHP15, RHP16L, TCF2B, TCG, TC7B, TC17B, THE, THF2B, TH4B, TH6B, YC2F, YCG, YFK, YH2F, YHE, YHG, YXT, YZT

Summary: To announce the motor manufacturer's actions to improve motor reliability

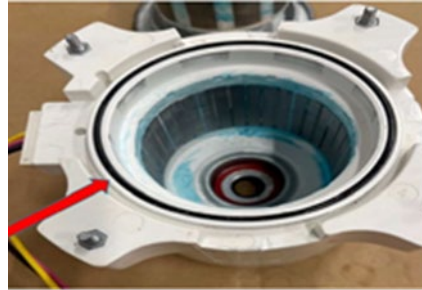
Dear valued customer:

The ECM outdoor fan motor for the unit models listed above has been a concern because of a higher-than-normal rate of failure. We have worked with the motor manufacturer to determine the cause of failure and have produced a satisfactory improvement to drastically reduce the failure rate.

Motors manufactured prior to September 13, 2022, were susceptible to water ingress that could damage the rotor and stator as pictured below.



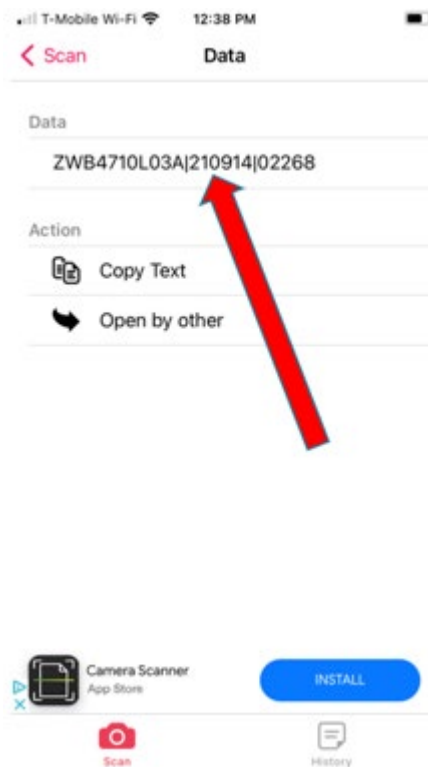
The manufacturer has now placed an O-ring seal between the cap and motor housing case. The O-ring seal implementation date was September 13, 2022.



The motors are available through Source 1. The motor part number did not change. The motor date code will read as 20220913, year, month, and day. The date can only be identified from the information embedded in the QR code. Scan the QR code using a mobile device with QR code reader application.



Locate the 6-digit section of the data, in the example the date code is 210914, this particular motor was manufactured September 14, 2021.



The implementation of the O-ring seal was an ongoing product improvement therefore motor replacement shall be fix on fail covered under standard unit warranty.

Warm regards,

Kevin A. Reese

Kevin A. Reese
Associate Product Technical Support Engineer
Residential Distributor Support
Ducted Systems Technical Services

