



*Ducted Systems  
Technical Services  
Service Tips Letter*

Letter: **ST-009-2018**

Date: May 18, 2018

To: All Unitary Products Branch Service, Sales, and Training Managers  
All Unitary Products Distribution Service, Sales, and Training Managers

Subject: **New Burner Box Shoot Thru Plate**

Product: All 33" 90% Condensing Model Furnaces

Summary: This letter is to announce a field repair kit for current production condensing furnaces.

This heating season we received a small volume of calls concerning loud burner noise on condensing model furnaces. After researching this condition we came to the conclusion the air flowing through the burners into the heat exchanger was not transitioning smoothly. Based on this information the team worked on a new design for the shoot thru plate that allows the air to flow through the burners into the heat exchanger with less turbulence, resulting in quieter operation.

All condensing model furnaces produced since mid-April 2018 have the newly designed shoot thru plate. So any units with a W1E8 code date will contain the new shoot thru plate. Note that each Btu input model furnace has a unique shoot thru plate.

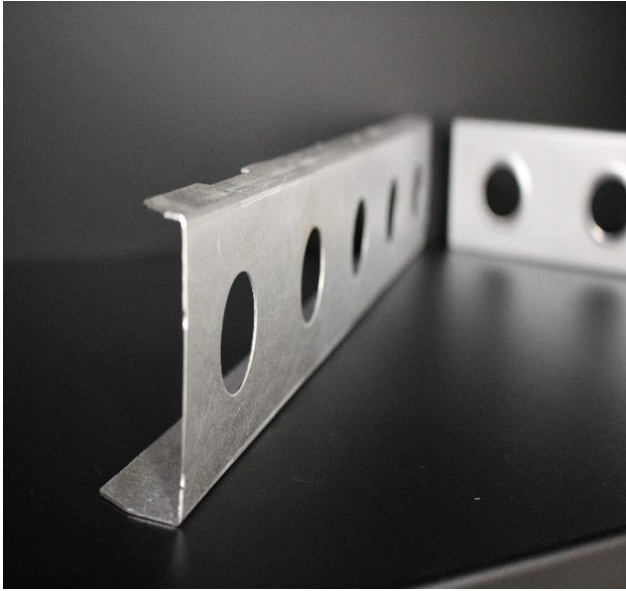
Listed below are the Source 1 part numbers for the new shoot thru plates that are now available for purchase:

2 Cell	S1-37339494001
3 Cell	S1-37339494002
4 Cell	S1-37339494003
5 Cell	S1-37339494004
6 Cell	S1-37339494005
7 Cell	S1-37339494006

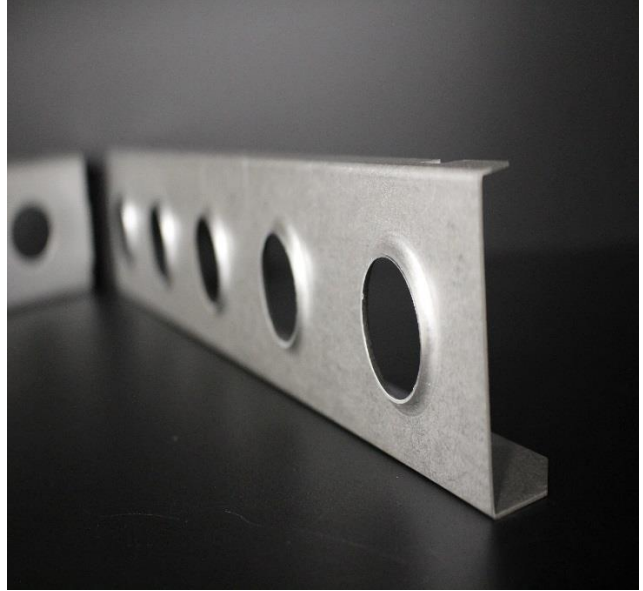
A handwritten signature in black ink, appearing to read 'Kevin A. Reese', with a long horizontal flourish extending to the right.

Kevin A. Reese  
Ducted Systems Field Service Supervisor  
Residential Distributor Support  
Johnson Controls Unitary Products  
3110 North Mead Street, Wichita, KS 67219

Old Shoot thru Plate



New Shoot thru Plate



Old Shoot Thru Plate

New Shoot Thru Plate

