



*Ducted Systems  
Technical Services  
Service Tips Letter*

Letter: **ST-004-2020**

Date: March 6, 2020

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

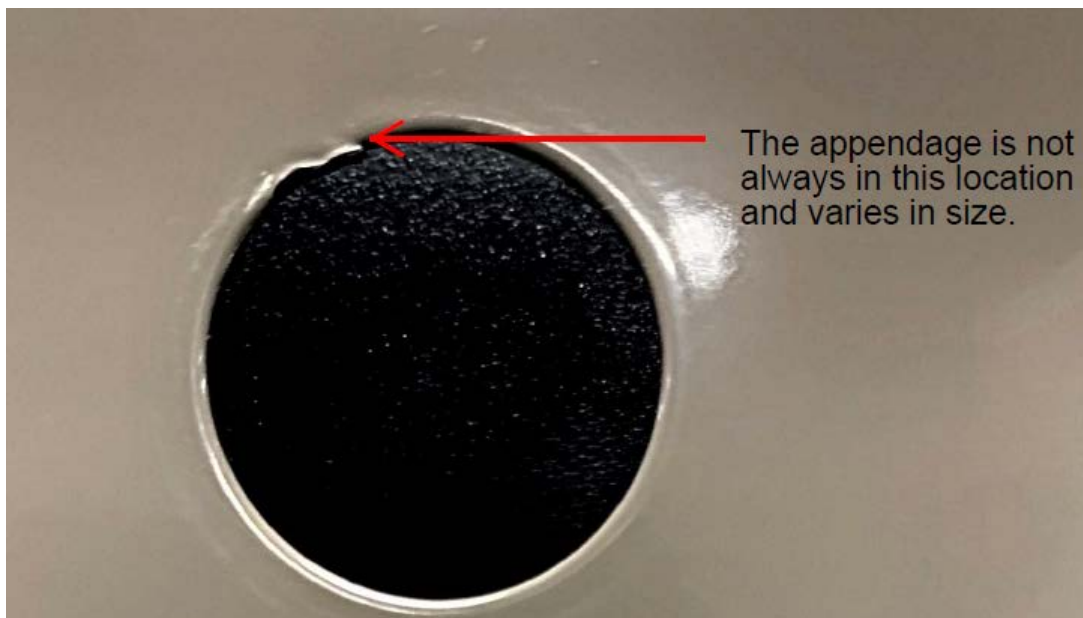
Subject: **Furnace Door Panel and Quarter Turn Knob Engagement**

Product: **Residential 33" A & B cabinets, condensing and non-condensing furnaces**

Summary: **This letter is to advise of a manufacturing improvement on the residential gas furnace door panels. Also, tips on doorknob engagement.**

We have received some reports on the residential gas furnace used during July 2019 to Mid-October 2019 production, where the Upper and Bottom panel doorknobs are breaking or found being very loose. The reports indicated small amounts of issues with not being able to lock the knobs in place to seal the furnace's top or bottom compartments.

Through our investigation, we discovered that the reason for doorknobs being found broken or loose is because the "Hole Punch Die" tooling became dull, causing the hole to have a burr on the door panel. Due to the burr, it would cause the doorknob to break. All furnaces produced after December of 2019 are fixed. This is shown below.



If you encounter one of the subject furnaces with this issue, please replace the knob after deburring the opening using a metal file. Removal of the burr ensures a reliable installation of the new knob. The replacement knob, part number is **S1-02924485000** and can be obtained under the standard warranty process with 1 hour of labor claim. Technical support cannot issue a new door panel, due to the multiple labels associated with each door panel. The new doorknob will be installed as shown below.



If you have any questions on this feel free to call Ducted Systems Technical Services at 1-877-UPG-SERV and speak with a technical support representative. Or you can email us at [be-ams-be-ductedsystemsresidentialdistributorsupport@jci.com](mailto:be-ams-be-ductedsystemsresidentialdistributorsupport@jci.com)

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