

DEALER SERVICE BULLETIN

Number: DSB 13-0010

Issued: 5/17/2013

Title: Edge® Thermostat Mandatory Rework Program

MODEL CATEGORY: Thermostats

MODELS AFFECTED:

<u>Commercial</u>	<u>Carrier Residential</u>	<u>Bryant Residential</u>	<u>Totalline® Premier</u>
33CS2PP2S-01	TP-PAC01	T6-PAC01	P730-11PAC
33CS2PP2S-02	TP-PHP01	T6-PHP01	P730-32PRH
33CS2PPRH-01	TP-PRH01-A	T6-PRH01-A	P730-32PHP
33CS2PPRH-02	TP-NAC01	T6-NAC01	P730-11NAC
	TP-NHP01	T6-NHP01	P730-32NHP
	TP-NRH01-A	T6-NRH01-A	P730-32NRH

Serial Number(s): 0107Nxxxxx to 1513Nxxxxx

SITUATION:

It has been determined that installation of the thermostat models subject to this bulletin (*model numbers noted above*), **only if attached directly to a supply fan electromagnetic contactor** may demonstrate overheating and /or smoking as the result of a cracked capacitor (see Figure 1 for example of this connection). The load introduced by the equipment contactor coil could fatigue this capacitor on the thermostat's **Equipment Control Module (ECM)** printed circuit board resulting in electrical overstress and excessive heat.

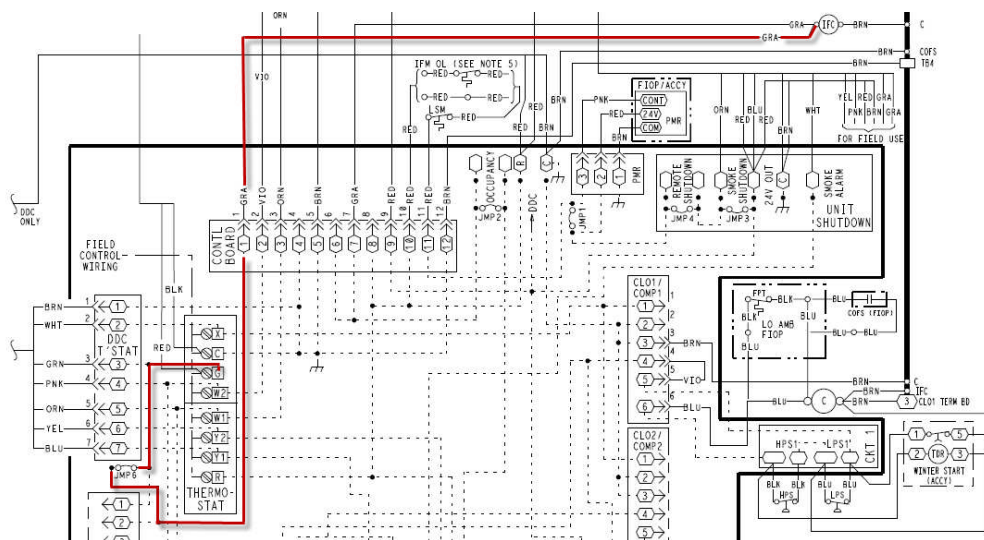


Figure 1 – Typical schematic showing direct connection to indoor supply fan contactor coil (IFC)

EQUIPMENT IDENTIFIED:

All electromechanical equipment with the supply fan contactor interfacing directly with the thermostat's 'G' circuit are affected. Table A provides a list of typical equipment that may be affected given the criteria described below. **NOTE, THIS LIST DOES NOT ENCOMPASS ALL POTENTIALLY AFFECTED ELECTROMECHANICAL SYSTEMS. OTHER ELECTROMECHANICAL SYSTEMS MAY BE AFFECTED (FOR EXAMPLE, COMPETITOR UNITS).**

Table A – Potential Equipment List

Equipment Type	Carrier Model	Bryant Model	Notes
40 Series Fan Coil	40RU, 40RM	524A, 524J	Possibly applied with 38AP, 38AU, 569
39 Air Handling Unit	39M, 39W		Possibly applied with 38AP, 38AU
Rooftop AC Unit	50LC WeatherExpert		>5 tons
Rooftop AC Unit	50HC Weather Master	50HC Weather Master	>5 tons
Rooftop AC Unit	50TC Weather Master	558J	>5 tons
Rooftop AC Unit	50PG Centurion		>5 tons
Rooftop AC Unit	50PM Centurion		>5 tons
Rooftop AC Unit	50HJ WeatherMaster	551A, 551B	> 5 tons
Rooftop AC Unit	50TFF WeatherMaster	558F	
Rooftop AC Unit	50TJ WeatherMaker	559F	
Rooftop AC Unit	50TM WeatherMaker	558F	>5 tons

The following systems are NOT affected –

- Equipment with DDC style controls like PremierLink and ComfortLink controls.
- Gas rooftop units with an Integrated Gas Controller (IGC).
- Equipment that employ a time delay relay (example: rooftop units 5 tons and below) in the supply fan low voltage circuit.
- Residential fan coil units, small packaged products, condensing units or furnaces.

SOLUTION:

To avoid equipment failure and/or personal property damage the **Equipment Control Module (ECM)** portion of the thermostat must be replaced. Carrier has developed an ECM retrofit kit orderable on SAP to be implemented in installations identified above. The retrofit kit should be installed as outlined in Appendix A.

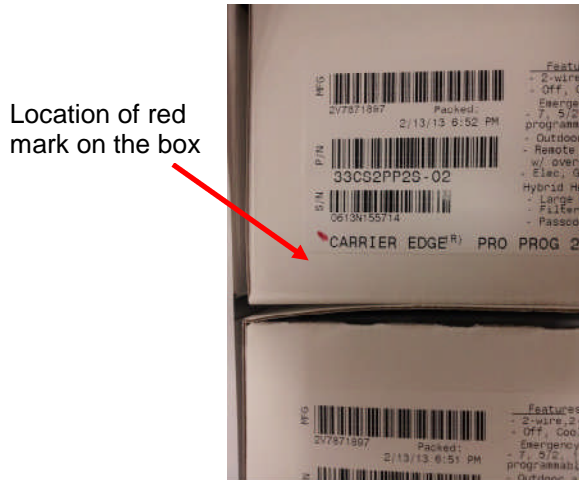


Figure 2 – Example of marking to be placed on reworked distributor inventory

FIELD ACTION:

Where installations, as noted in this bulletin are identified, order the Replacement ECM Retrofit Kits from SAP. Use the following cross-reference table to determine which ECM Retrofit Kits to order.

Table B – Model retrofit kit number cross-reference chart

THERMOSTAT MODEL #	RETROFIT KIT PART #	THERMOSTAT MODEL #	RETROFIT KIT PART #	THERMOSTAT MODEL #	RETROFIT KIT PART #
33CS2PP2S-01	33CS2PP2S-RP	T6-NAC01	T6-NAC01-RP	P730-11NAC	P730-11NAC-RP
33CS2PP2S-02	33CS2PP2S-RP	T6-NHP01	T6-NHP01-RP	P730-32NHP	P730-32NHP-RP
33CS2PPRH-01	33CS2PPRH-RP	T6-NRH01-A	T6-NRH01-RP	P730-32NRH	P730-32NRH-RP
33CS2PPRH-02	33CS2PPRH-RP	T6-PAC01	T6-PAC01-RP	P730-11PAC	P730-11PAC-RP
TP-NAC01	TP-NAC01-RP	T6-PHP01	T6-PHP01-RP	P730-32PHP	P730-32PHP-RP
TP-NHP01	TP-NHP01-RP	T6-PRH01-A	T6-PRH01-RP	P730-32PRH	P730-32PRH-RP
TP-NRH01-A	TP-NRH01-RP				
TP-PAC01	TP-PAC01-RP				
TP-PHP01	TP-PHP01-RP				
TP-PRH01-A	TP-PRH01-RP				

1. Upon completion of retrofit, all **Equipment Control Modules** removed from the field as part of this program must be returned to Carrier immediately per the instructions provided with the retrofit kit (see Appendix B).
2. Use ServiceBench to file a labor claim for each ECM module replaced. Please note that claims are only valid upon receipt of the removed ECM and form to Carrier and of a ServiceBench claim with an attached form.

REPLACEMENT PARTS:

Replacement ECM modules can be ordered on SAP with part numbers as referenced under the Field Action section of this bulletin. There is a nominal charge associated with each replacement part that will be reimbursed through ServiceBench as outlined in the Policy section of this bulletin.

An adequate stock of retrofit kits is being established to support this program. Orders will be fulfilled on a first-come, first-serve basis as expeditiously as possible.

Warning: Do not perform any of the servicing instructions provided in this Service Bulletin unless you are a trained and qualified technician. Observe all precautions in the instructions, equipment tags, labels, and observe all other safety precautions that may apply. Failure to follow this warning could result in property damage, personal injury or death.

Attachments:

Rework Instructions

Product Rework Program

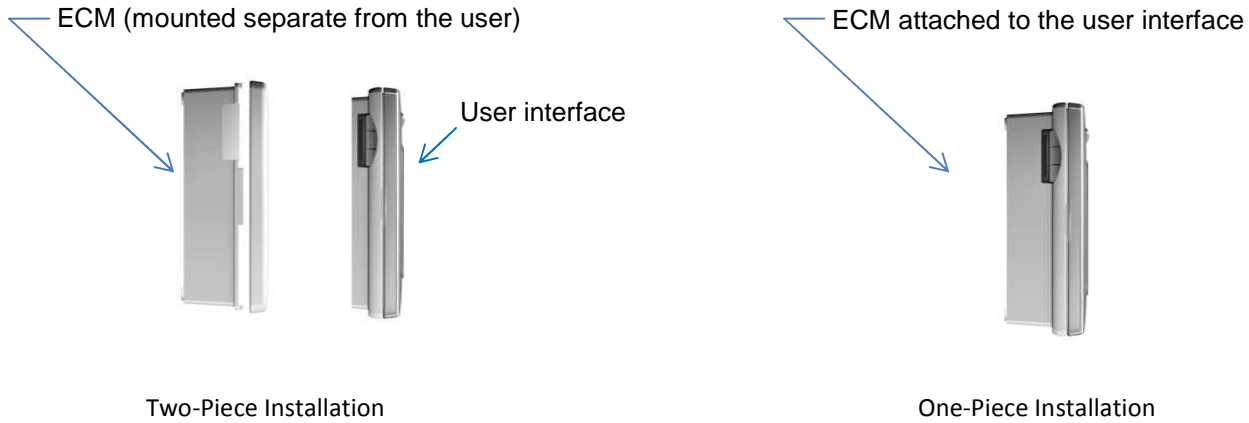
Letter – Important Rework Notice

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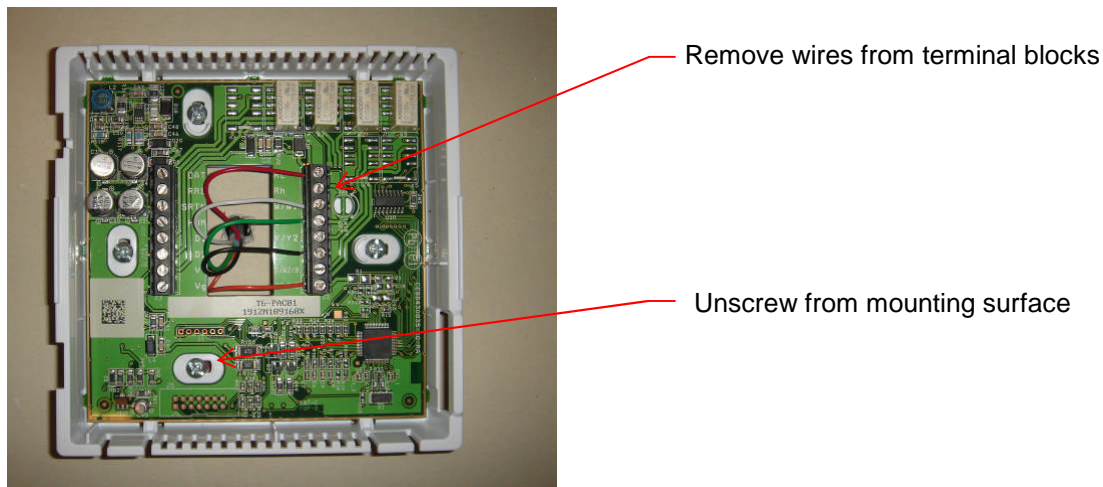
Appendix A

Rework Instructions

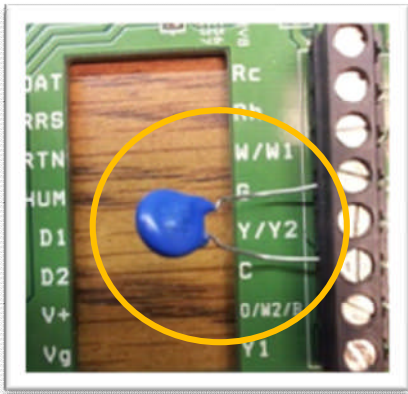
1. Locate current ECM. Note that this thermostat can be installed as either a one-piece or two-piece installation as shown below.



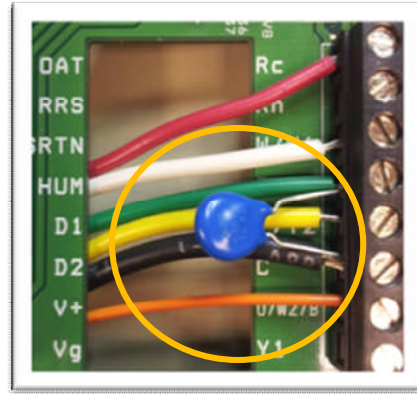
2. Remove the wires from the terminal blocks and unscrew the ECM from the mounting surface.



3. Install the ECM retrofit kit making sure the factory-installed Metal Oxide Varistor (MOV) supplied with the kit is securely attached to terminals 'G' and 'C' on the terminal block along with the required thermostat wires. See picture of kit as supplied and wired retrofit kit below.



Factory-installed MOV



MOV shown wired

4. Gently pull on the wire and each lead of the MOV and thermostat to verify the termination has captured both securely.
5. Return the removed ECM to Carrier following the steps outlined under the Field Action section of this bulletin



Appendix B
IMPORTANT NOTICE
MANDATORY RETROFIT PROGRAM
ECM RETROFIT KIT CLAIM FORM

To receive reimbursement for labor as indicated in the Policy section of this bulletin, this completed form must be attached to your Service Bench warranty claim and sent to UTEC with the returned unit. All fields are required for proper processing of your claim. Direct any questions regarding this to the warranty hotline at 866-989-2524. Direct all ServiceBench email to admin.sams@carrier.utc.com.

**Note – THE OUTSIDE OF THE BOX SHOULD BE MARKED –
 “ATTENTION: GRR, RE: SMB13-0010”**

Company Name: _____

Contact Person: _____

Phone: _____

Address:
 Street _____
 City _____
 State _____ Zip _____

Thermostat Model
Number (s): _____

Thermostat Serial
Number (s) _____

Equipment Model
Number(s): _____

Equipment Serial
Number(s): _____

Service Bench
Claim #: _____