



Dealer Service Bulletin

DEALER SERVICE BULLETIN

Number: DSB 14-0015

Issued: 12/22/14

Title: Variable Speed Inverter/AOC Board Rework

Revision:

PRODUCT CATEGORY:

Residential Splits

MODELS AFFECTED:

Bryant: 189BNV, 288BNV
Carrier: 24VNA9, 25VNA8

Serial Number(s): 2414E to 0115E

SITUATION:

During a recent factory product audit of the above listed models, it was discovered that the stator heat function was not enabled for units leaving the factory. Disabling of the stator heat function can cause accumulation of refrigerant in the compressor during the off-cycle, which can lead to lack of lubrication and compressor bearing damage. A code 79 (compressor/inverter fault) may occur as the bearing loses oil. While this is not a safety issue, it may impact the long term reliability of the compressor. Accordingly, rework of the above listed models in the above listed serial number range ("Units") is required to enable the stator heat function, with rework completed for field installed Units by March 31, 2015 to avoid longer term compressor reliability concerns.

SOLUTION:

Software configuration has been updated to enable stator heat for proper function. AOC boards for the Units must be replaced with corrected AOC boards to enable the stator heat function.



Blue Dot Signifies that unit has been reworked at the factory

Replacement Components has placed inverters only on Quality Hold for rework. Inverters with AOC boards with the correct operating software will have a black checkmark on the serial number rating plate located on the inverter rail and a blue dot placed on inverter box label.



Field Action:

Locate all field installed Units and replace the AOC board to ensure proper operation for long term system and compressor reliability. Used attached repair instructions to complete rework.

Parts/Kits: AOC Board (HK38EA029)

CLAIMING:

For field installed units: All claims must be filed in Service Bench for this bulletin.

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.

Rework Instructions

1. Units not installed: Remove packaging;

Units installed: **Disconnect Power... Lock out and Tag out equipment before proceeding... (Wait 2 minutes so capacitors have time to power down before proceeding to next step.)**

2. Remove control box door



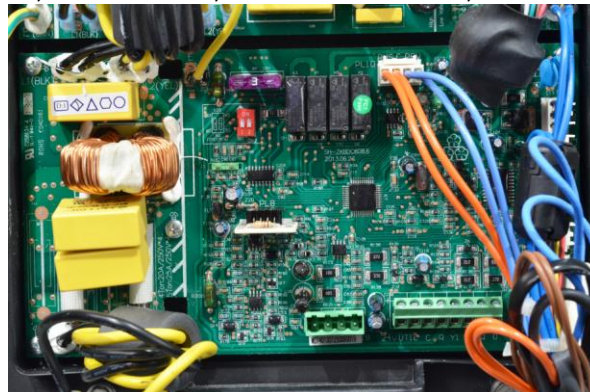
Loosen

Remove

3. AOC board is located at the bottom of the inverter. The inverter cover does not need to be removed to remove and replace the AOC board.

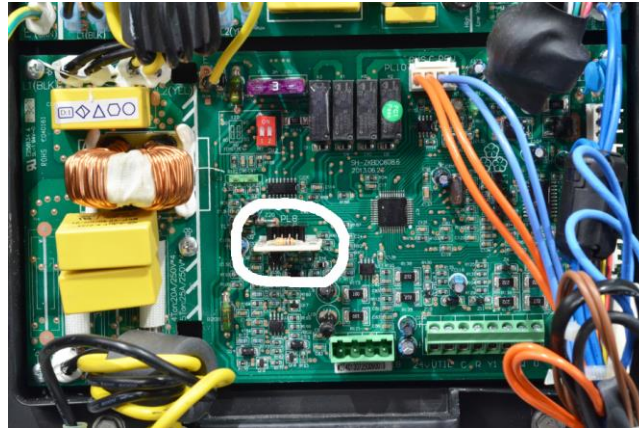


4. Unplug 8 harness from the AOC board for removal (PL10: RVS/PEV, PL20: MOC/AOC, PL5: EXV if H/P, PL19: SPT, PL17: OST, PL16: ODT, PL15: OCT/OAT, and PL18: ABCD).



5. Remove the four screws in each corner to remove board from inverter housing.

***** MAKE SURE TO REMOVE AND REPLACE THE MODEL PLUG (PL8 shown below in white circle) FROM THE EXISTING BOARD AND REINSTALL ON NEW REPLACEMENT BOARD. *****



6. Reinstall (4) board screws, reconnection 8 harnesses to new AOC board, check for model plug, replace the unit's control box cover with 4 screws and retighten 2 screws at top of unit.
7. Repackage or reconnect power for normal operation.

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Policy Termination Date: 3/31/2015

POLICY:

Labor Key A: Units in inventory; unpack, disassemble, replace AOC board, repack and mark with blue dot. \$40.00 labor and part.

Labor Key B: Units installed in field; disconnect power, disassemble, replace AOC board and reassemble. \$150.00 labor and part.

Labor Key	Labor Policy	Materials	Description
A	\$40.00	AOC Board (HK38EA029)	Units in inventory; unpack, disassemble, replace AOC board, repack and mark with blue dot.
B	\$150.00	AOC Board (HK38EA029)	Units installed in field; disconnect power, disassemble, replace AOC board and reassemble.