

DEALER SERVICE BULLETIN

Number: DSB19-0010

Date: 06/13/2019

Revision: Original

Title: Replacement Control Module Policy for Fan Coils with Digi-Motor® Blower Motors

Reference: * = Changes

PRODUCT CATEGORY:

Residential Fan Coils (RFNC)

MODELS AFFECTED:

All Carrier, Bryant and Payne fan coils manufactured in 2015 with a Digi-Motor® blower motor shown in Table 1.

Serial Number(s): 0115A00000 through 5215A99999

This policy applies to field installed units with 5 years of service or less and valid warranty coverage.

SITUATION:

Some fan coils built with the Digi-Motor® blower motor in 2015 have experienced control module failures under certain operating conditions in certain locations.

SOLUTION:

Factory Action:

Establish a policy for future claims under warranty, on residential fan coils having 5 years of service or less, where the failed control section of the motor is replaced by a replacement control module. Table 1 shows the control module part number for each full motor part number.

Distributor Action:

Please notify dealers of this bulletin and field action.

Field Action:

In the event of a motor control failure on a fan coil identified in the "MODELS AFFECTED" section of this bulletin, notify the consumer of this bulletin and field action.

Replace failed blower motor control module with factory approved module.

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.

Prior to installing the replacement control module, the motor section condition needs to be verified.

- Check to see if the blower wheel spins freely.
- To check for short to ground, use an ohmmeter to measure the resistance from each of the motor connector pins to the aluminum end plate of the motor. This resistance should be greater than 100k ohms.
- Check the motor phase-to-phase resistance between each of the leads in the three pin motor connector. The lead to lead resistance across any two leads should be less than 20 ohms. Each lead to lead resistance should be the same within +/- 10%.

If any motor fails any of the above three tests, the unit does not qualify under the terms of this bulletin and must be claimed through normal warranty procedures. **Do not install a new control module.** The new control can fail if placed on a defective motor.

Parts/Kits:

Table 1 Control module part number cross-reference

Module Part No.	Acceptable Motor Usage
HK42EQ241	HD42AQ233/ HD42AQ241
HK42EQ242	HD42AQ234
HK42EQ243	HD42AQ235/ HD42AQ243
HK42EQ249	HD42AQ249
HK44EQ257	HD44AQ248

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POLICY:

Field Installed Units with 5 years of service or less and valid warranty coverage:

Labor Key	Labor Allowance	Part Allowance	Description
SMB190010	\$75.00	Modules Listed in Table 1	Remove and Replace failed control module on units with 5 years of service or less

This policy will terminate on April 1, 2021.

CLAIMING:

Claims submitted on cash accounts or house accounts will not be allowed.

Claims for this bulletin must be filed against a 2015 built fan coil as identified in the “MODELS AFFECTED” section at the beginning of this bulletin.

Retain all service tickets for a minimum period of 6 months and retain any replaced Motor Modules for a minimum of 30 days following claim approval for potential audit.

A Warranty Claiming Guide will be published in the “My News” section of ServiceBench® and in the Warranty Training section of HVAC Partners.

Note: Digi-Motor® is a registered trademark of Zhongshan Broad-Ocean Motor Co., Ltd. and ServiceBench® is a registered trademark of Asurion, LLC

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