



It's time to get comfortable.

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DATE: June 30, 2015

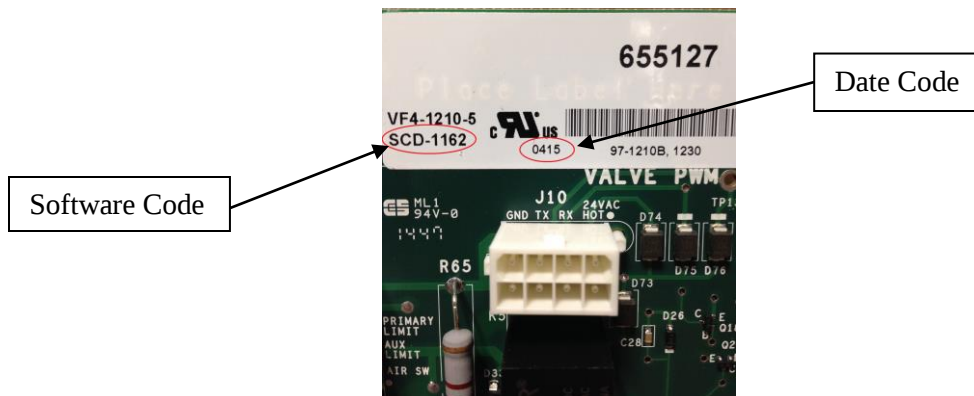
ST-020-15

TO: All York Branch Service Managers
All York Distribution Service Managers
All Regional Managers

SUBJECT: 33" Modulating Gas Furnace – Stuck Gas Valve Issue

As discussed at past Technical Conferences, we have received reports of the drive nut on the gas valve used on the modulating gas furnaces getting stuck in the home position. The vendor added graphite to the nut in June of 2012, which resulted in a dramatic drop in the failures being reported. However, we continued to receive a few reports of the issue and have continued working with the vendor to resolve the issue.

One item we noted is the control board for the furnaces drove the gas valve to the home position after each cycle. It has been decided to change the logic on the control board to stop this command. Control boards with the logic change can be identified with the software code "SCD 1162" on the label. See photo below for location of software code. The four digit date code is located to the right of the software code. In the photo below, the date code of "0415" indicates this board was produced the fourth week of 2015.



Production of furnaces with the new logic control board began the first week of March; furnaces produced with date code of W1C5 and later contain the new board. Source 1 inventory has also been stocked with the new control boards; boards shipped as of the date of this letter contain the new logic.

This logic change is being made to determine if it will help eliminate the stuck nut issue. Keep in mind that gas valves may fail to open for a variety of reasons other than a stuck drive nut. The warranty on the valve is void if the valve is disassembled. Therefore, we ask that you contact Technical Services if valves are encountered that fail to open on modulating furnaces produced with date codes of March 2015 (W1C5) and later. We will request that the valve is returned for inspection and analysis by the vendor.

Feel free to contact either of the undersigned if you have any questions.

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Johnson Controls Unitary Products

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