



It's time to get comfortable.

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DATE: April 25, 2012

ST-010-12

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

SUBJECT: Five Amber Flash Code – 33” Modulating Gas Furnaces

One of the features of the 33” modulating gas furnaces is the amber flash codes which the control board will flash to indicate various stages of operation. We have received a few calls from customers who recently installed a COMM Control thermostat and received an “Indoor Fault” alert on their screen if an amber flash code has been activated. Checking the flash codes on the furnace control board reveals the five amber flash code.

The “five amber” flash indicates the following:

Five Amber Flashes - Heating capacity is reduced due to restriction in the combustion air or vent system. Check for blocked vent/air pipe or clogged condensate drain. Above 4,000 feet altitude, this may also indicate automatic, normal derating for altitude.

The five amber flash indicates the inducer pressure is operating lower than normal. The common reasons for this are:

- Water buildup in condensate drain lines
- Condensate buildup in vent pipe (improper pitch)
- Other partial blockage in vent or air intake pipes
- Sustained wind gusts on vent terminal
- Use of short radius elbows in vent and intake piping
- Voltage less than 115 VAC
- Leaks in vacuum hoses
- Extreme low pressure weather fronts
- Weak motor in inducer
- Pressure sensor drifting out of tolerance
- Wrong or no restrictor in inducer inlet

Consult the installation instructions for specific direction and limitations regarding the vent system. Long horizontal vent runs can allow for buildup of condensate during recovery periods. The installation of a drain tee (approximately mid position of longest horizontal run and properly trapped) can help reduce the amount of condensate buildup.

If checking the above items does not reveal any issues, we suggest you disable the display of this alert screen on the COMM Control thermostat. This is accomplished by following the steps outlined below.



1) Touch and hold the York, Coleman, or Luxaire icon on the upper right of the screen to enter service mode.



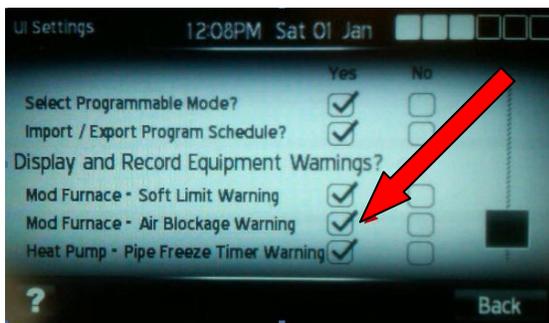
2) Next, touch the **Menu** button.



3) Then select the **Tool /Settings** button.



4) Next select the **User Interface Settings** button.



5) Select **Mod Furnace-Air Blockage Warning** and check the **No** box.



6) After all steps are complete, exit **Service Mode**.

If the five amber flash occurs again, the furnace control board will still display and record the fault. The COMM Control thermostat will no longer display this fault or record it in the event log.

Sincerely,

Mark Freund
Manager, Residential Field Service
Johnson Controls Unitary Products

Robert Cabrera
Director of Heating Engineering
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Greg Harrod
Engineering Manager
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