ELECTRO INDUSTRIES - FIELD SERVICE BULLETIN

Bulletin Number 1115 Date January 07, 2009

Product Name WarmFlo II Plenum Heaters

Affected Product Model Numbers: EM-WU***5*, EM-WD***5*

ARL # 17546 and up (include V2.38)

Production Date 11/26/08 and later

FIELD INFORMATION

Background:

This heating season we have occasionally experienced an unusual condition within the software of our WarmFlo II plenum heaters. For some unknown reason, a -01°F offset is written into the stage one outdoor temperature disable section of the software.

When this -01°F offset is written to the stage one disable, both the plenum heater and backup furnace are disabled [normal/ standby switch will still activate the furnace] any time the outdoor temperature exceeds 0°F.

Symptoms of possible -01°F offset:

1. Heat call, plenum heater in electric mode, above ODT set point, and no stage lights on.
2. Same as above, disconnect temperature sensors, stage one and two does not activate.
3. Same as above, open LMC wires, does not switch over to gas.
4. Using an analyzer, **STG 1 OT DIS**, will read -01.

Solution:

Using a WarmFlo analyzer allows for the -01°F offset to be rewritten, bringing the set point back to its original setting. However we have field experience that indicates if this offset occurs once in an installation, chances are it will show up again at some point, even after removing the offset.

While removing the offset with an analyzer does correct the issue, it is possible the offset will return at some point. The permanent fix is to replace the existing microprocessor chip with a version 2.38 or later. This new software version has been updated to include a master reset feature. This reset feature is activated anytime an offset of this nature is detected.

Note: If this master reset is triggered, any field changes made to the software will be erased and set back to the factory default settings.

Order information:

- Replacement chip part number: UIC9266
  - Specify V2.38 or later when ordering along with the chip code, such as HPDH, EMA, EMW, or HPDF. The chip code is located on the white label affixed to the microprocessor chip itself.

Approval  Date 01/08/09