

ELECTRO INDUSTRIES - FIELD SERVICE BULLETIN

Bulletin Number: 1118 – (Supersedes – 1115)

Date: September 2, 2011

Product Name WarmFlo II Plenum Heaters

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

ARL # 11363 – 18587

Production Date 01/09/2008 – 07/10/2010

FIELD INFORMATION

Background:

During the past few heating seasons we have experienced an unusual condition within the software of our WarmFlo II plenum heaters. For some unknown reason, -01°F is written into stage one outdoor temperature disable section of the software. We have come to the conclusion that a key factor of this issue is due to a resistor that was added in 2008 to help assist in troubleshooting. This 1K resistor may cause a slight variation in control voltage.

We tested this theory during the 2010 heating season on known installations that were experiencing repeated -01°F issues. All of the test sites that had this resistor removed no longer experienced the issue.

When this -01°F 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:

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 a WarmFlo Analyzer, **STG 1 OT DIS**, will read -01°F.

Solution:

This -01°F value can easily be removed with the WarmFlo Analyzer, but it is possible the -01°F will return at some point. The permanent fix is to replace the existing control board with a new updated version. This new control board has had the suspect resistor removed and includes additional software protection. Each control board will be covered under warranty and includes a \$50 reimbursement for labor on any WarmFlo II plenum heater that has a serial number that falls within the specified range. Standard warranty procedures apply.

Determine if your control board needs replacement:

Control boards that do **not** have a resistor as shown under **Figure 1** are not affected by this issue and will not be covered under this Field Service Bulletin. If your plenum heater is displaying the symptoms above, and includes a 1K resistor as shown under **Figure 2**, your control board will be covered under this Field Service Bulletin. Control boards that have a zero Ohm resistor as shown under **Figure 3** are the latest version of this control board. This version is not affected and will not be covered under this Field Service Bulletin.

Figure 1

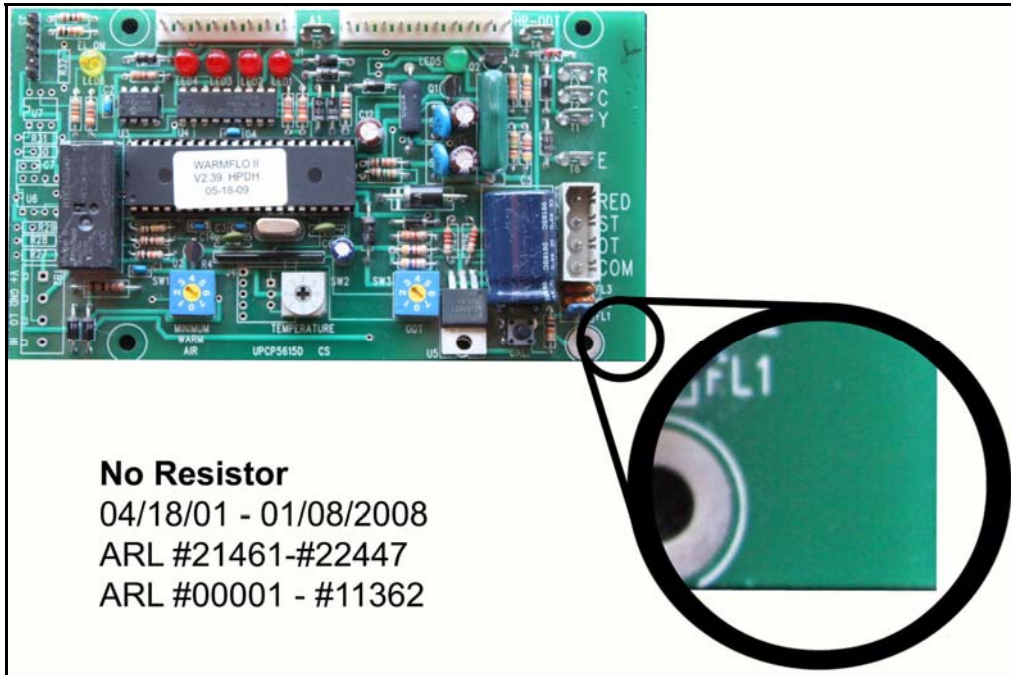


Figure 2

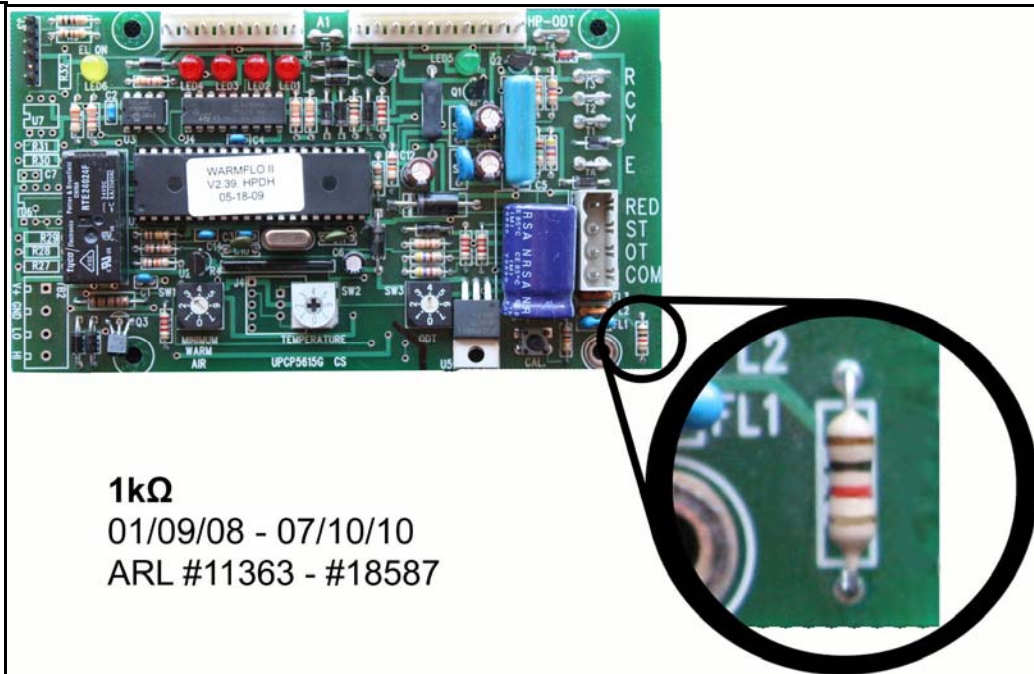
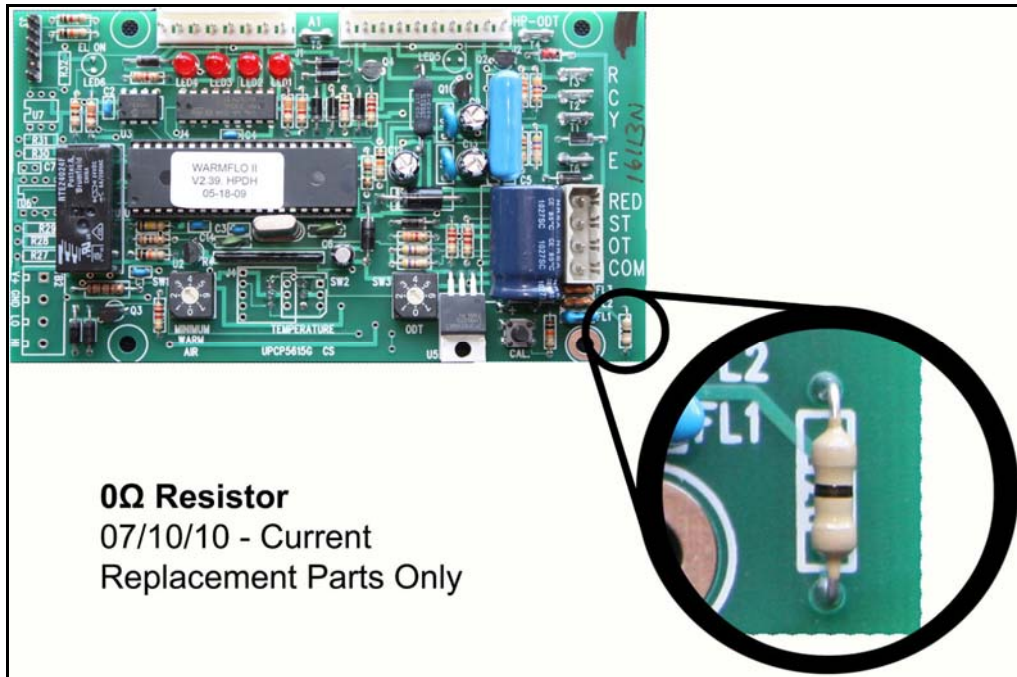



Figure 3



0Ω Resistor
07/10/10 - Current
Replacement Parts Only

Order information:

- Replacement part number: WF2EM
 - Specify V2.39 when ordering along with the chip code, such as HPDCH, HPHF, EMW, or EMA. The chip code is located on the white label affixed to the microprocessor chip itself.

Approval  Date September 2, 2011