

Date: 06/22/2023

Subject: Duct S and Thermostat Adapter Intermittent Loss of Communication

Models: AM0**ANMDCH/AA (DVM S Gen 2 Duct S, medium static pressure duct)

AM0**ANHDCH/AA (DVM S Gen 2 Duct S, high static pressure duct)

AC0**BNHDCH/AA (CAC Duct S, high static pressure duct)

AJ0**BNHDCH/AA (FJM Duct S, high static pressure duct)

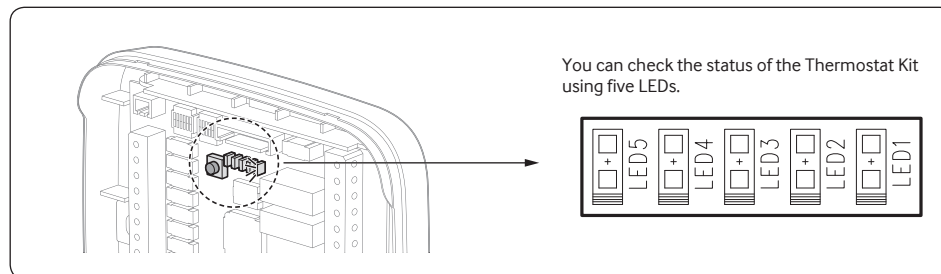
MIM-A60UN (24VAC thermostat adapter)

Duct S and Thermostat Adapter Intermittent Loss of Communication

Some installations of “Duct S” horizontal ducted indoor units that use a MIM-A60UN thermostat adapter and 3rd party thermostat for control, will have intermittent loss of communication between the Duct S indoor unit and the thermostat adapter, while the rest of the system operates normally.

Symptoms of this intermittent loss of communication phenomenon between the indoor unit and thermostat adapter include the following:

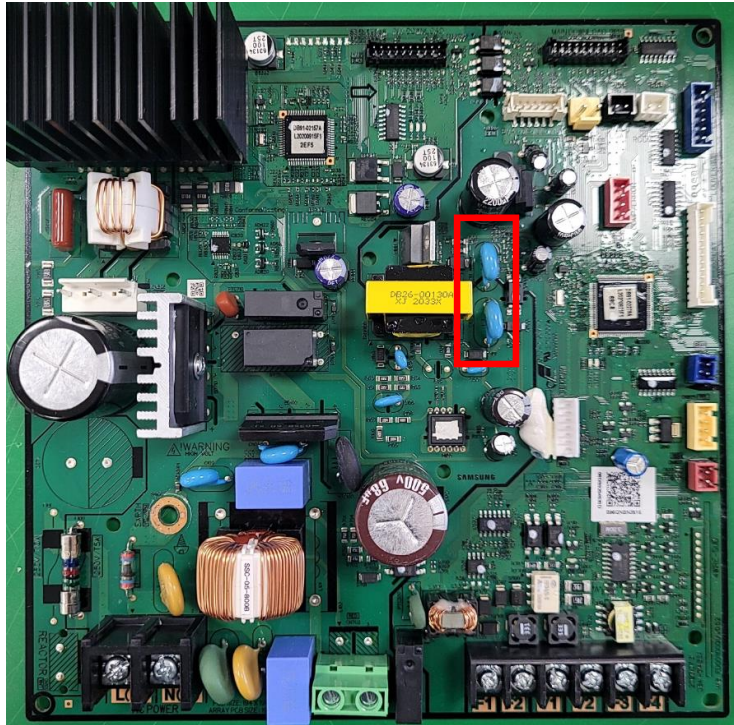
- Indoor unit tracking error (LED 4 on, LED 2 blinking)
- Indoor unit ↔ Thermostat kit communication error (LED3 on, LED 2 blinking).
- The connected unit continues to operate in heating or cooling mode after the 3rd party thermostat has terminated its heating (W1) or cooling (Y1) signal.



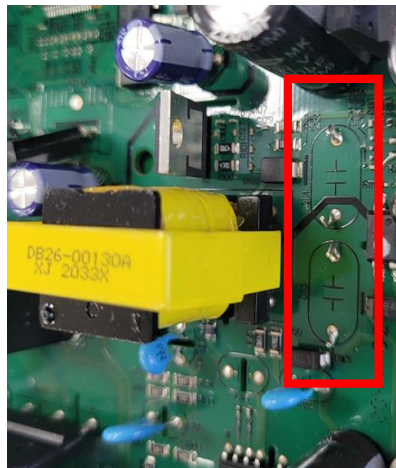
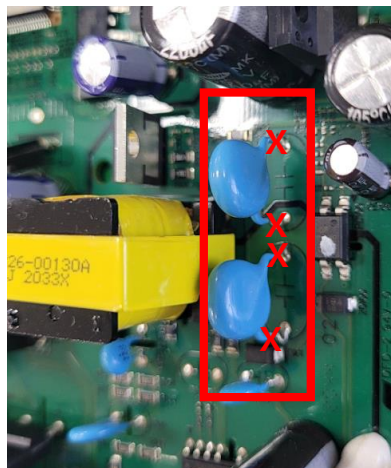
To correct this intermittent loss of communication, the main PCB (printed circuit board) of the indoor unit must be field modified.

- Verify the indoor unit and thermostat adapter have been installed correctly. Check that all wiring connections are secure on the indoor unit, thermostat adapter, and the 3rd party thermostat before continuing with the modification of the indoor unit PCB.
- Remove power from the indoor unit. Verify power has been completely disconnected with a meter by checking across the line voltage terminals and checking each to ground. Failure to follow this step could lead to serious injury, death, and equipment damage.
- Find the two, light blue SELV capacitors on the PCB (see image below)
- Use a wire cutting plier or similar tool and cut each SELV capacitor off of the PCB. This will require 4 total cuts (2 each). Verify the 2 items are removed from the unit and not left in the circuit board enclosure.
- Reassemble the unit and reconnect power. Test the system for normal operation.

Location of the two SELV capacitors on the indoor unit PCB



Use wire cutting pliers or a similar tool to cut the components off of the PCB (location marked with red X's)



Note: The removal of the SELV capacitors does not affect the safety or reliability of the indoor unit and its PCB (printed circuit board). The purpose of the SELV capacitors is for additional isolation and suppression of interference of the low voltage circuit that is required in other global markets. This does not affect the UL listing of the component or equipment.