



Unitary Products Technical Services Service Tips Letter

Letter: **ST-003-2017**

Date: March 28, 2017

To: All Unitary Products Branch Service, Sales, and Training Managers
All Unitary Products Distribution Service, Sales, and Training Managers

Subject: LX Series residential package unit defrost curve selection

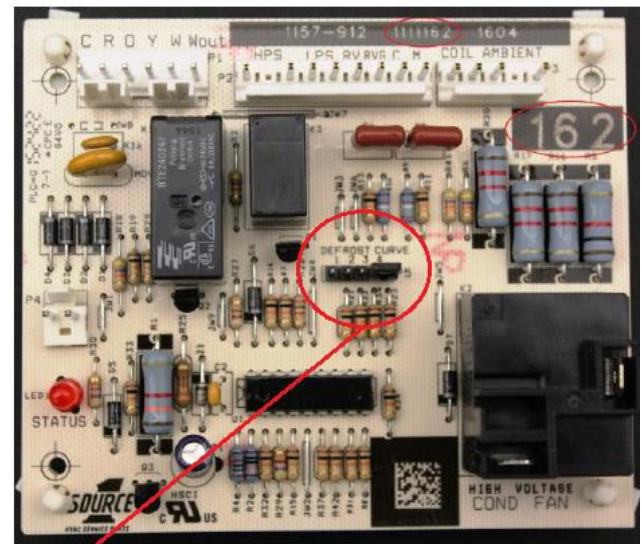
Product: PHE, PHG model units

Summary: This letter is to announce a change in default defrost curve selection.

During random package unit testing a nuisance defrost issue was identified on a PHE4A3021A model residential package unit. Under certain indoor and outdoor ambient conditions, the pre-selected defrost pin position 3 may generate unnecessary defrost cycles. A factory deviation has been issued so that units currently being produced will be set on defrost curve 2 instead of 3.

Models affected by this change are as follows:

- PHE4A24*
- PHE4A30*
- PHE4B36*
- PHE4B42*
- PHG4A24*
- PHG4A30*
- PHG4B36*
- PHG4B42*
- PHE6A24*
- PHE6A30*
- PHE6B36*
- PHE6B42*



DEFROST CURVE JUMPER

If an installed unit experiences unnecessary defrost cycles, simply disconnect power, move defrost jumper from pin 3 to pin 2 and restore unit operation. If you have any questions please contact UPG Technical Services residential distributor support.

If you have any questions on this feel free to call Factory Direct Northeast Technical Services at 1-855-251-8267 and speak with a technical support representative.

Regards,
Thomas Hoffmaster II
York Factory Direct Northeast
Area Service Manager