



Unitary Products Technical Services Service Tips Letter

Letter: **ST-005-2017**

Date: June 8, 2017

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

Subject: **SSE Equipment Packaged Units**

Product: Commercial

Summary: SSE Alarm “Economizer Communication Error”

Before applying power to unit, unplug the SA Bus to the economizer. Either unplug it at the SSE Board (J15 plug) or unplug it at the economizer board. The purpose is to prevent a failure with the firmware push to the economizer from the SSE control board upon startup or new economizer installs. When you power the unit, the SSE control board will start the auto update process of the firmware to any boards connected to the SA Bus. We have observed technicians turning on power and bumping contactors to check rotation of the blower, then turning power off. Power to the SSE board in the middle of updating firmware (FWB message on LED screen) will generate an error as “Economizer Communication Error”. Once rotation has been verified, leave the power on for at least 30 minutes with the SA Bus connected to the economizer. The SSE board may display read outs on the screen. Be patient and it will load the correct files to the economizer board (including FDD and 4 Stage Board if equipped). Observe multiple files loading to completion at 100% for each program segment before starting the next segment to load starting again at 0%. The SSE board will reboot when it is complete.



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,
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York Factory Direct Northeast
Area Service Manager