



***Ducted Systems
Technical Services
Service Tips Letter***

Letter: **ST-008-2019**

Date: May 16, 2019

To: All Ducted Systems Branch Service, Sales, and Training Managers
All Ducted Systems Distribution Service, Sales, and Training Managers

Subject: **Packaged Hot Gas Reheat Control Configuration Correction**

Product: **Simplicity Smart Equipment, UCB Version 3.3 & 3.4**

Summary: This letter addresses an SSE version 3.3 & 3.4 menu navigation issue associated to Hot Gas Reheat configuration in all Unitary Equipment with SSE control.

We have identified that when “HGR-EN” is set to “ON” from within the “Commission” section of the menu in version 3.3 & 3.4, the HGR parameter settings through the UCB at the “Details” section of the menu may not be visible. To enter configurations at the “Details” section from within the HGR menu, follow the steps below.

1. Commission>Options>HGR-En> No (HGR will now be visible within details)
2. Details> HGR>Setup>HGR-En>Yes
3. Press cancel twice or until you see the “Setup/Service” menus. From “Setup” or “Service” press enter to find additional reheat parameters.

Once HGR parameters are set, the unit will perform hot gas reheat functions. However, through continued manipulation of the board for other parameters settings, the HGR menus may again become hidden. Follow steps above to again allow access to HGR parameters in the detail menu. Also noteworthy, even though the unit may use T-stat control, the “CV-OCC HTG Setpoint” should be adjusted well below the anticipated thermostat setting for cooling.

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