

Letter: **ST-010-2019**

Date: August 26, 2019

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

Subject: **INTERFERENCE ON SSE BOARDS THRU THE SA BUS WIRES**

Product: Commercial

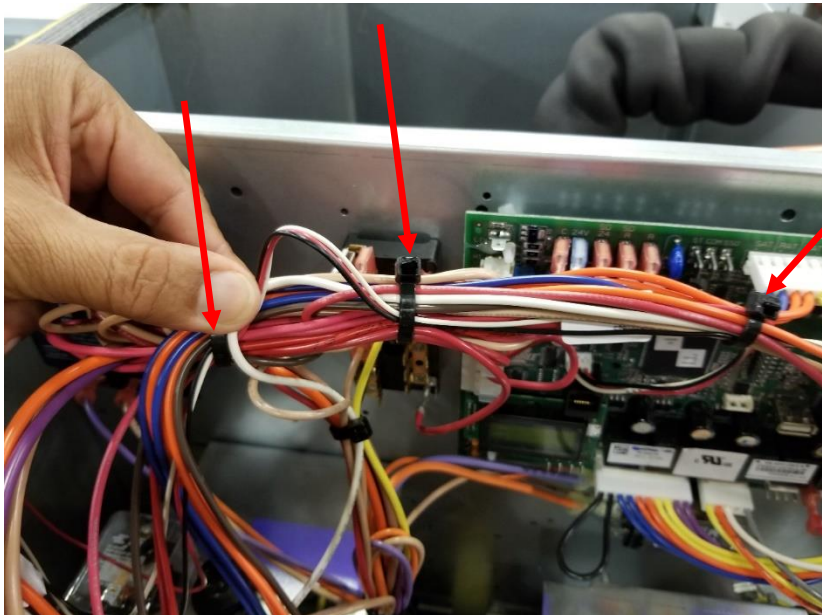
Summary: Field adjustments to the SA Bus Wire

1. If you are experiencing weird symbols on your SSE Control board during operation or startup, you may be experiencing interference from high voltage being tied to the SA bus wire.



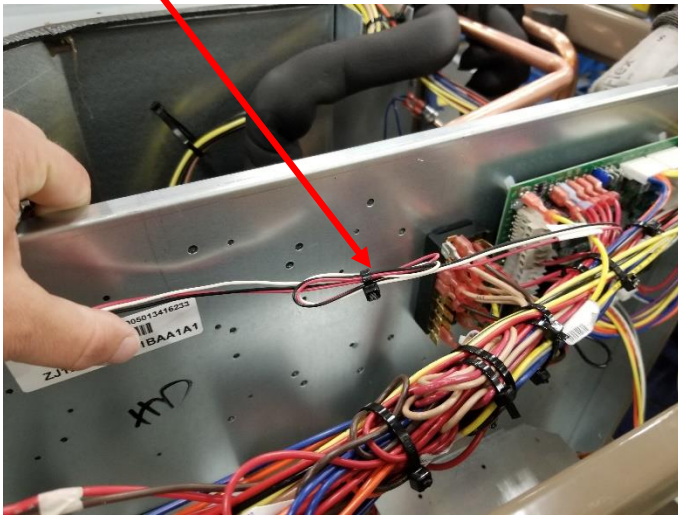
2. The following steps may assist in resolving the issue.

- a) Ensure power has been removed from the unit and you are wearing the required Personal Protective Equipment (PPE).
- b) Carefully remove all zip ties from the SA Bus wire.

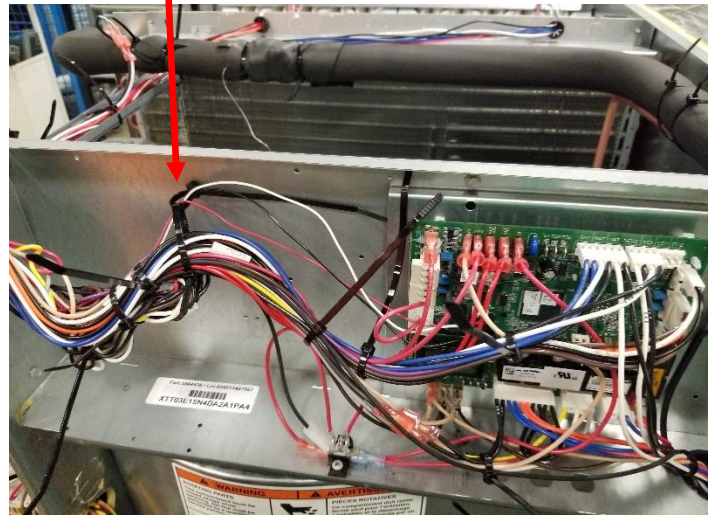


c) Zip tie the SA bus wires together. Ensure they are separate from other wires (see below).

Predator Example



Small Sunline Example



d) Then replace zip ties back on the other wires.

4. Seek guidance from your local distributor.

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