

TECHNICAL INFORMATION COMMUNICATION

Quality and Continuous Improvement

Number: TIC2014-0012

Date: 10/21/2014

Title: Incorrect Field Wiring of AOC Board

Product Category: Air Conditioners/Heat Pumps

Products Affected

24VNA9, 189BNV, 25VNA8, 288BNV

Situation

The factory has identified multiple instances of the wall control not being able to find the outdoor unit due to lost communication with the outdoor AOC board. Investigation has revealed the cause to be incorrect field wiring. If the wall control software version has been verified to be version 11 or higher, this may be caused by field mis-wiring of the ABC wires with 24 VAC.

Technical Information

Connecting Control Wiring for Communicating System

- Only two wires are required for communication between indoor unit and outdoor unit. White (C-common) connection is optional and only used if communication issues are present.
- Those two wires are green (A) and yellow (B) on the low voltage choke harness (LVCH). These wires are stripped at the field connection end as shown in Figure 1 (circled in red).
- The factory already provided the green and yellow connections to the green ABCD plug as shown in figure 2.
- **Caution: 24 VAC leads should not be connected to these wires.**
- If 24 VAC is applied to the ABC terminals, damage to the AOC board may occur and AOC will not be able to communicate with the wall control. If damaged, AOC board will require field replacement.

Figure 1

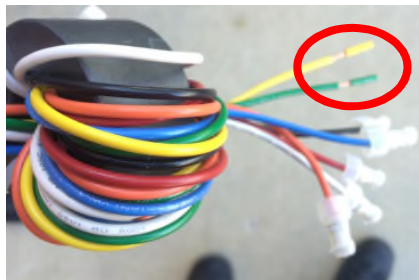
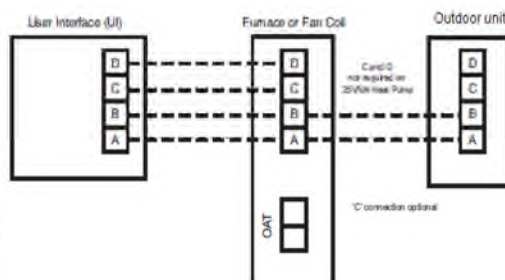


Figure 2



References

Installation instructions

Only trained and qualified personnel should design, install, repair and service HVAC systems and equipment. All national standards and safety codes must be followed when designing, installing, repairing and servicing HVAC systems and equipment. It is the responsibility of the Dealer to ensure local codes, standards, and ordinances are met.