

TECHNICAL INFORMATION COMMUNICATION



Quality and Continuous Improvement

Number: TIC2020-0018

Date: 11/9/2020

Title: 25VNA4/284ANV Heat Pump Defrost

Product Category: Residential Communicating Systems

Products Affected:

Carrier
25VNA4

Bryant
284ANV

Situation

If an Outdoor fault occurs during the defrost cycle the 25VNA4/284ANV heat pump units can become locked in Defrost mode. This can lead to auxiliary heat remaining engaged causing an over conditioning of the space.

Containment

The Heat pump balance point/lockout temperature will be temporarily changed to 50°F(10°C) on the server. This will make the change to all connected systems. Changing the balance point will reduce the likelihood that the system will go into defrost, preventing the issue for the time being. Below 50°F(10°C) the auxiliary heat will be enabled.

If the over conditioning situation arises on a system that is not connected to WiFi, this change can be made by changing the "Heat Pump Air Temperature" setting in the Heat source Lockout screen in the System menu to 50°F(10°C).

Resolution

The PCM software will be updated to prevent the system from becoming locked in defrost mode. PCM version 5.0 is expected to be released for Over the Air update by Mid-November. All Connected systems will update to the new software. Once the new software is installed the original heat pump balance point setting will be restored. There will be future instructions to update the systems not connected to WiFi.

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.