



SERVICE NOTES

Issue Date: May 30, 2019

Constant Torque Air Handlers

DS-AH051901

Failed Blower Motor Operation

Units Involved: Constant Torque Air Handlers

Date Codes Involved: Units Manufactured W1219 through W2219

Details:

Ruud would like to provide an update to the constant torque motor situation that was previously communicated. Great news is that all current production (Date Code 2319) and later has a motor with new firmware in place, which corrects the issue. Identifiers (green dots) are being placed on the motor, as well as, the carton marking label to aid with your inventory.

We have started the reprogramming of the impacted units within the DC. As product is available, we will be issuing out based upon backorder status and customer priorities.

As a reminder, the reports provided have been on RH1T air handlers with the Gen III blower motor (51-10644-XX, 51-10645-XX, 51-10645-46-XX).

To address inventory in distributor locations, Ruud would like to provide the following options.

Primary Option

Tap 1 on the blower motor, for the air handlers, is used for the "G" input. Please, unbox

the impacted air handlers and remove the wire from Tap 1 on the blower motor and move to Tap 2. This will result in a higher “continuous fan” speed CFM. See Table below.

Unit	.3 in wg		CFM Diff. (TAP 2 - TAP 1)	AirFlow % Increase
	Tap 1 (CFM)	Tap 2 (CFM)		
RH1T 3617 STANJA	675	1064	389	58%
RH1T 4824 STANJA	865	1743	878	102%
RH1T 3621 HTANJA	522	1003	481	92%
RH1T 6021 STANJA	1043	1628	585	56%
RH1T 4821 STANJA	901	1464	563	62%

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If there is a consumer complaint, replace the Gen III motor with a Gen II motor. All RPD inventory is currently Gen II type. RPD will be receiving reprogrammed Gen III motors, as a final step in the process.

Parts orders may be limited by purchase history to ensure parts are available to all customers. This will allow the jobs that have related issues to be serviced first.

Secondary Option

Second option would be to have the installing contractor remove the wire from Tap 1 on the blower motor and move to Tap 2. This would need to be communicated to the contractor at the time the air handler is picked up.

Final Option

The remaining option is for the return of inventory to Ruud. With the current demand for customer orders, we anticipate that it would take approximately 30 days to replenish those returned items. To begin this option, please contact Customer Service to receive a Return Authorization number. Also, a complete list of model/serial combinations requesting to be returned will need to be provided. Lastly, a new P.O. for an equivalent number of unit models will be required.

Labor Allowances

- Inventory that is reworked in distributor inventory or by the contractor at time of installation — \$25
- For installed equipment where changing the motor tap is completed — \$75

- For installed equipment where a motor is required to be replaced — \$125

All Claims related to this Service Note should have a WCN code of **NCT2019**.

Should there be any question as to the coverage or application of this Service Note, please contact your assigned DTR.

We apologize for the inconveniences this has caused to you businesses.

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