



It's time to get comfortable.

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DATE: October 28, 2014

ST-024-14

TO: All York Branch Service Managers
All York Distribution Service Managers
All Regional Managers

SUBJECT: TM8V, TMLV, & TM9V Dehumidification Cooling Airflow Operation

Product Models: TM8V, TMLV, & TM9V Communicating Models (ending with 'C')

This letter provides information regarding the dehumidification operation of two stage variable speed ECM residential gas furnaces and split system heat pumps which includes reduction in indoor airflow to promote reduced humidity in cooling operation. This may be seen during cooling operation in some heat pump system configurations matched with a TM8V, TMLV, or TM9V model furnace produced in or after June 2013. This only affects system installations which are conventionally wired (non-communicating) and only occurs in systems when a humidistat is **NOT** being used to control indoor airflow for dehumidification purposes during a cooling call.

When the HUMSTAT jumper on the furnace control board is in the 'NO' position, the control will still deliver dehumidification (reduced airflow) speeds. The reduction in indoor airflow may be experienced during a cooling call, regardless of single stage, multiple stage operation or the actual humidity in the home.

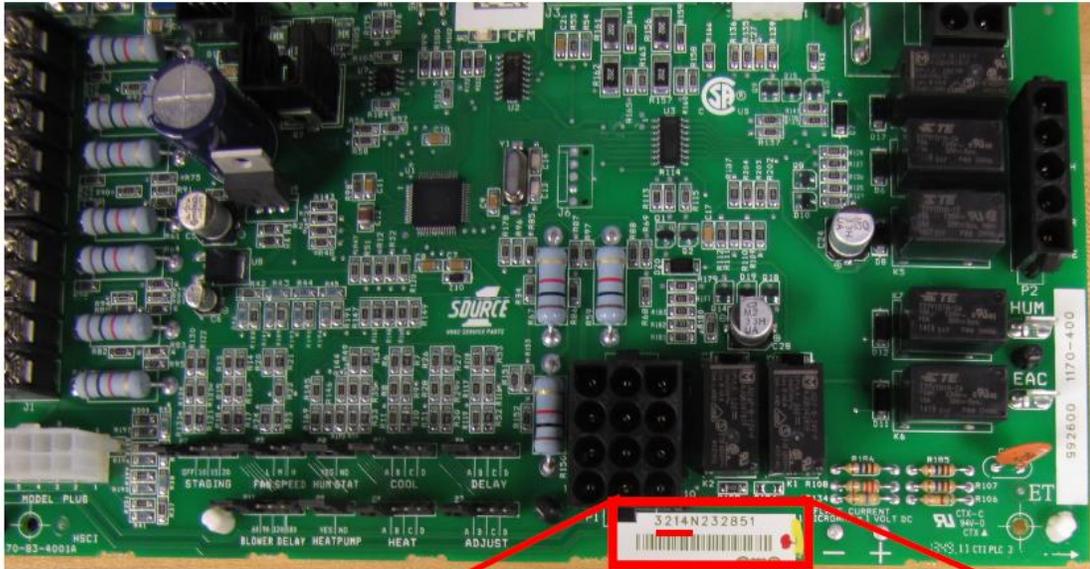
If such a condition is experienced, the field fix is to install a wire (18-22 AWG) between the 'R' terminal and the 'DEHUM' terminal on the furnace control board. This will provide the furnace control board with a demand for full cooling airflow during a cooling call regardless of the actual humidity in the home.

The problem has been addressed with the control board that will eliminate the need for this jumper and can be identified by the date code of "3514" (the 35 week of 2014). See attached picture for location of date code. Due to inventory on hand, we didn't begin using the revised board on furnace production until the first part of October.

Please feel free to contact either of the undersigned if you have any questions.

Mark Freund
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Johnson Controls Unitary Products

Jedidiah Bentz
Engineering Manager, Residential System & Controls
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The first four digits represent the Week and Year of build. Any date code > 3514 will have the fix.