

TO: Residential Distributors
 From: Technical Service Department
 Date: October 6, 2009
 Re: iQ Drive Air Handler and A-Coil EXV update
B4VM-E48K-C, PAH4VM-E48K-C, C6BH-I48C-C, C6BH-I48C-D

NORDYNE Engineering has identified a potential defrost issue with iQ Heat Pump units.

| Application | Cased Coil | Air handler |
|-----------------|------------|-------------|
| 2 Ton Heat Pump | N/A | N/A |
| 2 Ton A/C Only | N/A | N/A |
| 3 Ton Heat Pump | N/A | N/A |
| 3 Ton A/C Only | N/A | N/A |
| 4 Ton Heat Pump | Affected | Affected |
| 4 Ton A/C Only | N/A | N/A |

Laboratory testing of the defrost mode has resulted in finding that the defrost mode may not initiate and terminate properly under some low ambient temperature conditions. This is the result of the board software in conjunction with the indoor EXV. The 2 and 3 ton iQ coils and air handlers use a different EXV valve with different flow characteristics.

NORDYNE and the EXV board supplier have developed a new board with software improvements that better control the EXV valve function, ensuring proper defrost under all conditions.

The old board SKU number is 624734. The new board SKU number is 624754.

NORDYNE suggests that all 4 ton **HEAT PUMP** applied indoor coil and air handler EXV boards be updated to the new board. NORDYNE will pay the \$30.00 PAC rate to replace the 4 ton EXV board. The normal warranty process should be followed. All replaced boards, must be returned to NORDYNE, 8000 Phoenix Parkway, O'Fallon, MO. 63368, Attention: Technical Service.

Any old (624734) replacement parts you have in stock can be used on other than 4 ton units.

NORDYNE is replacing the EXV boards on our existing stock and placing a **DARK BLUE** dot near the carton label as identification. All iQ coils and air handlers produced after date code 0910 (October 2009) will have the new EXV board installed.

TB09-147R

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If you have questions contact Technical Service (800) 422-4328 Ext. 2

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