

To: AUTHORISED DEALERS/DISTRIBUTORS
N.Z. APPROVED INSTALLERS
H.O., REG'L & AUST. MANAGERS
APPLIC. NOTICE GENERAL LIST

Issue No.: 01/07
Date: 21st November 2007
From: T King/K Edwards

Subject: OUTDOOR UNIT CONTROLLER (OUC) SUPPORT INFORMATION
Units: VARIOUS (Note: This notice supersedes the now obsolete Issue 03/06)

The Outdoor Unit Controller has been fitted to various OSA and OPA units for close to four years.

During this time there have been a few field fault issues identified, most relating to radio frequency interference or "dirty power". Normally the symptoms are unjustified fault trips. "Frost Protect" or "Low Pressure" faults without an obvious reason. Sometimes the unit is found to be not working and no fault is indicated. Turning the power off and on again after a few seconds usually clears the fault.

Having read this Application Notice however, do not assume any such indicated fault is unjustified. We do receive site calls where the Service Person has not diagnosed a unit with poor indoor air flow, or which is low on charge. These are two "real" problems that give rise to the indication of "Frost Protect" or "Low Pressure" faults. The faults which fall into the "unjustified" category however, seem to be very much site related. As such several units may have the same symptoms in a given location but work perfectly elsewhere.

Over time the software program has been updated to improve its defence against such attack. The current version of software in the OUC is V5.3D (or V3.3C for some "Commercial" applications).

We will continue to upgrade both the OUC program and hardware to in order to improve our product reliability. Consequently early next year our latest "Release 4" version of the OUC hardware with its accompanying V5.4D (or V3.4C) software will commence being used in our production units.

However, we believe that virtually all issues of nuisance trips as described above, have been resolved by the use of program Version 5.0 or later. So if you have OUCs in units which have a program version sticker on top of the Microcontroller chip, showing a version prior to V5.0D or V3.0C, and which are exhibiting a known false tripping problem, and the unit is still within warranty, then purchase a new OUC and send the old version back to us and we will credit the value of the new one.

This offer only applies to units that are false tripping, not every OUC out there. The OUC does internally record the type and number of faults it has experienced. It also records cooling and heating cycle counts and run times. We will interrogate returned OUCs to confirm that they have been experiencing repeated faults so that we can verify a credit is warranted.