



International Comfort Products

SPP Fan Timer Board Mandatory Field Action Questions and Answers for Dealers and Distributors:

Q: What is the problem with these small package products?

A: The control board in the unit potentially can catch fire. If it does, and if there is a plastic motor capacitor located above the board, the capacitor can catch fire as well. If this happens, and if the unit has a C-shaped condenser coil with a plastic mesh coil guard, the fire can spread outside of the unit. Flammable matter around the unit can catch fire and the fire could spread to the home.

Q: How is ICP solving the problem?

A: The control board and the motor capacitor will be replaced to eliminate this problem.

Q: What products are covered by this Mandatory Field Action?

A: Entry-level Gas/Electric package units with 3- and 5-ton cooling capacities manufactured from the 41st week of 2000 through the 26th week of 2003. The manufacturing model number begins with PGF, PGC or PGS followed with either 036 or 060. The first five characters in the serial number will either be L0041 through L0237 or G0241 through G0326. Some units may also have the serial numbers in the format WWYYG, where the affected units are between 4102G and 2603G.

Q: What time of year do these normally fail? Do we have to take action now?

A: The control boards could fail at any time. Action to rework these units should take place as soon as possible to prevent the possibility of fire.

Q: Has this safety problem been reported to the U.S. Consumer Product Safety Commission and/or Canadian authorities?

A: Yes. We are coordinating with the CPSC, the TSSA of Ontario and ULC.

Q: What should be done with units that are in inventory either at the distributor or at the dealer?

A: Rework these units the same way that units would be reworked in the field. The distributor must use the "Credit Request Form" (Attachment C of S027) to report these units.

Q: We've seen board failures in products other than just those listed in the Mandatory Field Action. Why aren't you recalling all of the boards?

A: While the board failure can be dramatic in appearance in any unit, only the units subject to this Mandatory Field Action present the risk of a fire spreading outside of the cabinet. When this happens, combustible material around the unit can catch fire and the fire could spread to the home. Three factors are required for a fire to spread outside of the cabinet: the control board must have been produced before the board's date code of 0430 (this date code is located on the corner of the board immediately adjacent to the dip switch on the thermostat wire connection end of the board); there must be a plastic motor capacitor; and the condenser coil must be "C" shaped with a plastic mesh coil guard. These are the limiting factors for the Mandatory Field Action. Obviously, if you encounter any damage to property other than the unit itself and the damage is caused by any ICP unit, whether subject to this Mandatory Field Action or not, please immediately report the issue to ICP.

Q: We've seen board failures in products other than just those listed in the Mandatory Field Action. When they fail, they sometimes destroy other components in the units. What is ICP doing to take care of those units?

A: ICP will provide warranty coverage as outlined in Operating Letter 705 and will allow additional labor credit as permitted in that policy. This issue is covered in Fact Bulletin 28, which can be obtained from your TSM. To receive the additional labor credit, the failed components must be returned to Honeywell as outlined in Fact Bulletin 28 for proper disposition.

Q: Why does the distributor have to participate in the Mandatory Field Action? Why doesn't ICP do this on its own?

A: In most cases ICP does not have the ability to locate the equipment on its own. ICP needs the cooperation and assistance of the entire supply channel, from ICP to distributor to dealer to consumer, to locate the units. After the equipment is located, licensed dealers must perform the remedial work. Thus, ICP is unable to conduct an effective recall without the assistance of its distributors and dealers.

Q: Why is ICP having the dealer do the rework? Why doesn't ICP hire someone to do it?

A: First, ICP does not normally ask for customer lists from distributors and dealers. To do this Mandatory Field Action directly, we would have to obtain end-user customer lists from all of our dealers. Not only is this impractical, we do not believe that most dealers would be comfortable releasing this information, particularly if ICP were planning to give it to another dealer to perform the work.

Second, our ICP dealers are the ones who maintain the relationship with the end-user customer. We believe that it is best for ICP dealers to continue that relationship, even through difficult situations such as this.

Third, the law in many jurisdictions prohibits non-licensed personnel from performing such work on HVAC equipment. It is not practical for ICP to obtain such licenses for a special team of employees in every state.

If for some reason the installing dealer is unable to perform this work, the local distributor will need to find another dealer to do the work. Your ICP TSM is available to assist you in any way required to get this work done.

Q: Will ICP or the CPSC attempt to contact customers directly?

A: Customers must be notified of any safety issue in the quickest and most effective way possible. We believe that we will have the best success in identifying and contacting affected customers through our distributors and dealers. If we are not successful in completing the notification and correction in a timely manner, we will work to contact customers directly. In any event, it is likely that the Mandatory Field Action program will include a press release and other public notices about the recall.

Q: What is the corrective action?

A: Service Bulletin 027 has been issued that details the corrective action. The units subject to the Mandatory Field Action must be located and the fan control board and plastic motor capacitor must be changed.

Q: Is there a problem with the capacitor? If not, why are you replacing it?

A: If a fire starts, it starts at the fan timer board, but the capacitor, which is located next to the board, can provide fuel that allows the fire to spread. By replacing the capacitor we are insuring that, even if a fire should occur on the new boards, which we do NOT expect to happen, the fire will not have fuel to spread.

Q: What information and materials will be provided about this program?

A: Service Bulletin S027 will provide the information for the corrective action. In addition you will be receiving a packet of sample letters that you can use to notify your dealers/contractors about this issue. Dealers and contractors will be required to notify the consumers to whom they sold each unit. Additional information will be available to consumers via the ICP branded consumer web sites. Distributor and dealer information is available on the Powerlink web sites via the button on the front page titled "Important Safety Notice: Package Unit Corrective Action Program".

Q: What are the distributors' responsibilities?

A: Distributors must take the following actions:

1. **Inform dealers of this mandatory field action before November 4, 2005**
2. Trace the units to identify all dealers that have received the affected SPP units.
3. Order sufficient repair kits to fill their needs.
4. Supply dealers with repair kits as required.
5. Track progress of the repairs by entering claim data into the Atlas warranty system or by using the ICP 751 Warranty Claim Form, and by completing the tracking forms included in Service Bulletin S027.
6. Verify that ICP 751 Warranty Claim Forms are properly filled out and entered into the ICP Warranty System on a timely basis after each unit is reworked, but **no later than February 12, 2006**. Hard copies of the 751 forms should be returned to

the address indicated on the form. Please mark on the envelope “Mandatory Field Action Materials.”

7. Complete the Mandatory Field Action tracking forms as indicated in Service Bulletin S027.

Q: What are the dealers’ responsibilities?

A: Dealers must take the following actions:

1. Identify all locations where the affected SPP units have been installed.
2. Inform the homeowners of the repair program by mailing the homeowner letter contained in the Mandatory Field Action correspondence packet.
3. Schedule times with the customers to complete the work.
4. Complete the verification form included in the kit, and return it to the distributor.
5. **All repairs must be complete by January 31, 2006.**

Q: How quickly do these repairs need to be accomplished?

A: Since the risk to be avoided is the possibility of a fire, the repairs should be completed as soon as reasonably possible, but **no later than January 31, 2006.**

Q: How will verification of the repair be done and claims be entered and paid?

A: Instructions on how to accomplish the repair will be included in the rework kit. Verification and claiming will be done via the ICP 751 Warranty Claim Form completed by the dealer, then submitted to the distributor who will return it to ICP. Once ICP has entered the claim in the database payment will be issued to the distributor within 30 days.

Q: What should be done with the parts removed?

A: The replacement parts will be provided in a sealed box. The servicing dealer is to place the used parts in this service kit part box, record the model and serial number on the unit on the box, and return it to the distributor. The distributor will destroy the returned boards, scrap all returned parts, and certify destruction of the boards to ICP using the certification document included in S027.

Q: Why do we have to pay for the rework kits? We don’t want to pay for the inventory carrying costs.

A: The rework kits are priced at \$1.00 to facilitate tracking in your our system and ours. Many distributors and dealers with automated inventory and tracking systems have difficulty managing items that arrive at their warehouses with a purchase order. Therefore, we have placed a low price on these kits and will handle them through the normal order processing systems.

Q: The labor amount (\$65) isn’t enough. How did you come up with that number? How will you compensate dealers for travel to locations far away from their shops?

A: The labor amount listed is the average rate reported by dealers for one hour of labor. The rework of the unit takes less than 1/2 hour. The extra 1/2-hour is to offset travel costs. Special circumstances may be discussed with your TSM.

Q: Where can I get more information?

A: For more information, please call the Hotline at 800-649-4706 or ICP Customer Service at 800-458-6650.

Q: What if the consumer refuses to have the work done on their unit?

A: The consumer should be informed that the unit presents a potential safety hazard that could cause a fire and should be repaired. The repair will be made at no charge to the consumer. If the consumer continues to refuse, please contact your distributor. A letter will be sent to the homeowner from ICP, which will explain the importance of the rework program, asking them to confirm in writing that they refuse to allow us to have their unit repaired, and inviting them to change their mind at any time and call the Hotline at 1-800-649-4706.

Q: What if the consumer wants a new unit? What if they want a non-ICP unit?

A: Replacement of the unit is not necessary. ICP is not in the position to ensure the reliability or operation of any other manufacturer's unit. Therefore, we would be unable to supply another manufacturer's unit to a customer.