

SERVICE AND APPLICATION NOTES

December 5, 2011

Dave Lennox *Signature*® Collection Top Panel Change

AFFECTED MODELS

XC15, XP15, XPG15, XC17, XP17, XP19, XPG20, XC21 and XP21

ISSUE

Over the past few years, we have had field reports about varying degrees of fading on the plastic top panel for the Dave Lennox *Signature*® Collection (DLSC) outdoor units.

SOLUTION

Through extensive testing, it has been determined that switching to a black colored composite top will address the aesthetic fading and discoloration issues we have experienced with the previous charcoal gray tops. It is important to note that this change does not affect the sound, or the performance ratings of the outdoor units.



Figure 1. Top Comparison

PRODUCTION IMPLEMENTATION SCHEDULE

Manufacturing will implement the new black top panels the week of November 28, 2011 for all current production DLSC outdoor products (XC17, XP17, XC21 AND XP21). The new black top units will **NOT** have a **NEW** catalog number but instead will be identified with a new production revision (dash numbers) (see table 1). In addition to the dash number changes, black top units can be visually identified by black triangles above the distribution label. The color stripe on the distribution label will also be an indicator of a new black top panel by changing from yellow to orange (see figure 2).

All existing inventory of units with painted top (Cat# 74W31) (see table 2) will need to be depleted at the local warehouse level before new product (Cat# 87W73) can be shipped. This will be controlled through first in first out processes at the warehouses. If a special need arises in which new product needs to be sold before the old is depleted the operations manager will need approval from the regional operations manager or regional manager before filling the delivery.

Table 1. Black Top Panel Revisions Numbers

CAT#	UNITS
71W00	XC17-024-230-04
71W01	XC17-030-230-04
71W02	XC17-036-230-04
71W03	XC17-042-230-04
71W04	XC17-048-230-04
71W05	XC17-060-230-04
71W06	XP17-024-230-05
71W07	XP17-030-230-05
71W08	XP17-036-230-04
71W09	XP17-042-230-04
71W10	XP17-048-230-04
71W11	XP17-060-230-04
50W34	XC21-024-230-07
50W35	XC21-036-230-07
50W36	XC21-048-230-07
50W37	XC21-060-230-07
50W38	XP21-024-230-04
50W39	XP21-036-230-03
50W40	XP21-048-230-03
50W41	XP21-060-230-03



Figure 2. Box Identification



REPLACEMENT TOP ORDERING

The new top panel 87W73 is backward compatible with all Dave Lennox *Signature*® Collection outdoor units. Use table 2 to determine available of replacement top panel.

Table 2. Black Top Panel Availability

CAT#	PART NUMBERS	PART DESCRIPTION	COMPATIBLE UNITS	AVAILABILITY
39W51	LB-107731A through E	Original unpainted charcoal top	XC15, XP15, XPG15, XP19, XPG20, XC21 and XP21	Not available for ordering.
74M31	LB-107731E-U	Painted black top		Currently available for ordering until inventory is exhausted. ¹
87W73	103402-01	New black top		Available for ordering after current inventory of catalog # 74M31 is exhausted. ²

****Please note that cabinet parts, including the top panel, are not covered under the standard warranty.***

¹ All existing inventory of painted top (Cat# 74W31) (see table 2) will need to be depleted at the local warehouse level before new product (Cat# 87W73) can be shipped. This will be controlled through first in first out processes at the warehouses. If a special need arises in which new product needs to be sold before the old is depleted the operations manager will need approval from the regional operations manager or regional manager before filling the delivery.

² This new black top (87W73) will phase-out all previous versions of the top panels (catalog numbers 74W31 and 39W51).