

C-14-08, November 25, 2014

Outdoor Control Alert Code 415 on Dave Lennox Signature® Collection Outdoor Units

AFFECTED PRODUCT

XC/XP17 and XC/XP21 with Outdoor Control 103369-xx and XC/XP25 with Outdoor Control 103686-xx

ISSUE

Sensor wire harness plugged in upside down. The result is the discharge sensor and coil sensor are reversed. The two sensors have different resistance value ranges. Because of this, a code 415 will be displayed on the outdoor control and iComfort® room thermostat.

NOTE: Code 415 is a critical code that identifies the discharge line temperature has been consistently higher than the recommended upper limit of 279°F.

FIELD ACTION

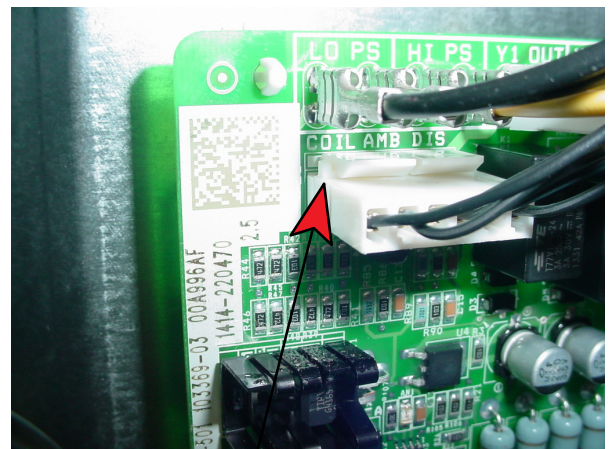
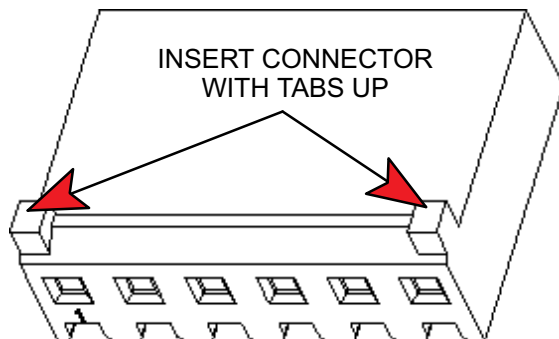
⚠ WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, personal injury or loss of life. Installation and service must be performed by a licensed professional HVAC installer (or equivalent) or service agency.

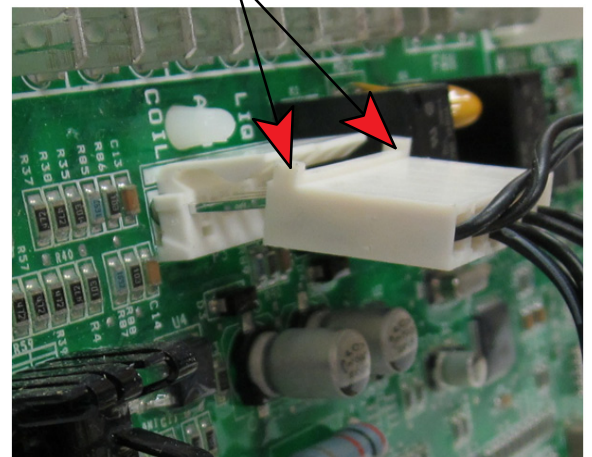
Unplug sensor harness, rotate 180 degrees and plug back in. This will locate the coil and discharge sensors to the proper pin connections on the outdoor control.

FACTORY ACTION

On April 21, 2014, a corrective action was put in place to prevent future issues.



TABS UP



Correct insertion position for tabs is in the up position as exemplified above.