



TECHNICAL BULLETIN

OVERVIEW:

It has recently come to our attention that a Nordyne product change could affect the function of auxiliary heat on air handlers purchased between August 3, 2015 and December 1, 2015.

If you need further assistance on this issue, call ETI Technical Support at [1-863-701-0096](tel:1-863-701-0096).

ACTIONS BY INSTALLERS AND SERVICE TECHNICIANS

As stated in the EarthLinked manual for Nordyne Air Handlers: “*Electric strip heat is factory installed and is to be activated upon installation in all Heating applications.*” Therefore the wiring fault would have been discovered during the normal unit start-up procedure. If there is a possibility that this procedure was overlooked, it is imperative that air handler wiring connections are verified to assure the electric strip heat is operational when required.

We have detailed the wiring problem and the resolution procedure in the three illustrations below.

Illustration 1: Example of incorrect wiring

→ **The Grey wire running from the Electric Strip heat to the Air Handler control board should be wired on Common (C terminal) and not on terminal W2.**

Illustration 2: Example of correct wiring

Illustration 3: Correct wiring diagram by Nordyne for a 5kW heater kit

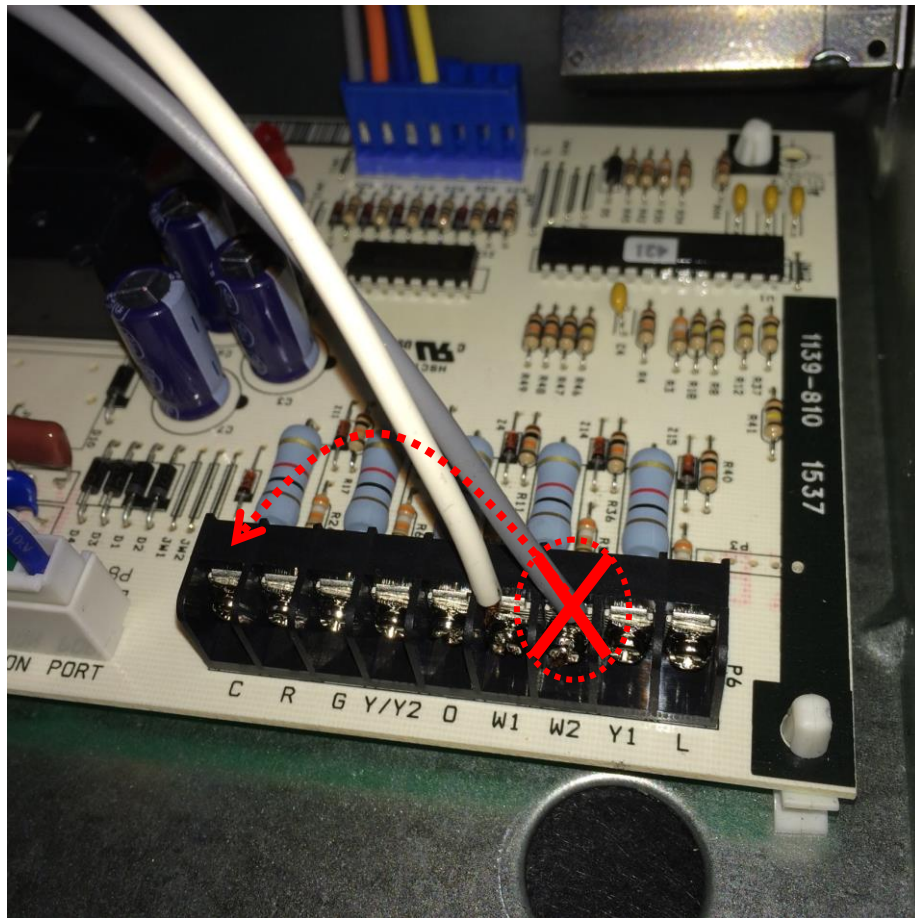


Illustration 1 - Example of incorrect wiring

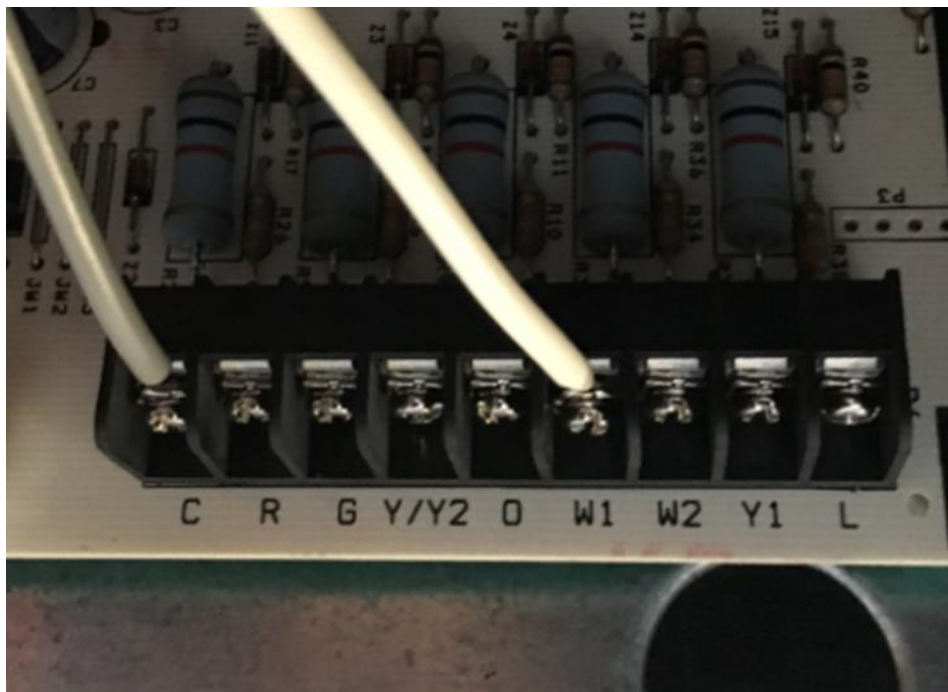


Illustration 2 - Example of correct wiring

