

# DEALER SERVICE BULLETIN

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**Number:** DSB 09-0020

**Date:** 4/809

**Supersedes:** DSB 08-0019

**Title:** Packaged Terminal Heat Pump  
Software Change For Applications With  
Remote Thermostat

## **PRODUCT CATEGORY:**

Packaged Terminal Air Conditioning

## **MODELS AFFECTED:**

Carrier: 52MQ-U09-3  
52MQ-U09-4  
52MQ-U12-3  
52MQ-U12-4

Serial Number(s): 3607V-0308V

## **SITUATION:**

Carrier Corporation has identified a potential software issue on 52MQ Package Terminal heat pumps, manufactured from September 2007 through January 2008, with a serial number range from 3607X--- through 0308X---. The problem is limited to 9,000 and 12,000 BTU heat pump models.

The issue occurs when 52MQ PTACs are configured for and connected to a wall thermostat. When there is a call for heating from the thermostat and the outdoor temperature is below 38 degrees F, the unit enters into a passive defrost mode. In this mode, the compressor will be locked out and the electric heater will be turned on to satisfy any call for heating. During defrost mode (compressor lock out), when the thermostat call for heating is satisfied, the thermostat fan control is ignored and the indoor fan will stay on in continuous fan mode. The indoor fan operation without the electric heater active can cause customer discomfort from cold blow.

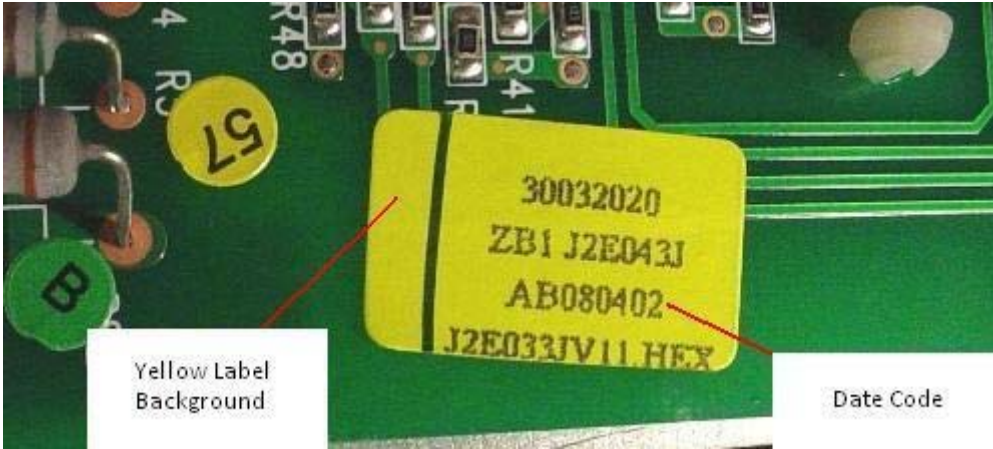
## **SOLUTION:**

The control board software has been updated to default to cyclic fan for all thermostat controlled operating modes.

## **Field Action:**

Upon notification of the issue, field service is required to replace control circuit board PN 30032020 with an updated (software) control circuit board. The update boards are available from RCD and will have a date code 080308 (Yr, Mo, Dy) or newer.

Board Marking – Updated Software



**Warning:** Do not perform any of the servicing instructions provided in this Service Bulletin unless you are a trained and qualified technician. Observe all precautions in the instructions, equipment tags, labels, and observe all other safety precautions that may apply. Failure to follow this warning could result in property damage, personal injury or death.