



## Technical Bulletin

### Potential for High Voltage on W Terminal

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Date Issued: 01/29/2024

Product Group: FLEXX

Models Affected: FLEXX24HP230V1BH, FLEXX36HP230V1BH, FLEXX48HP230V1BH, FLEXX60HP230V1BH

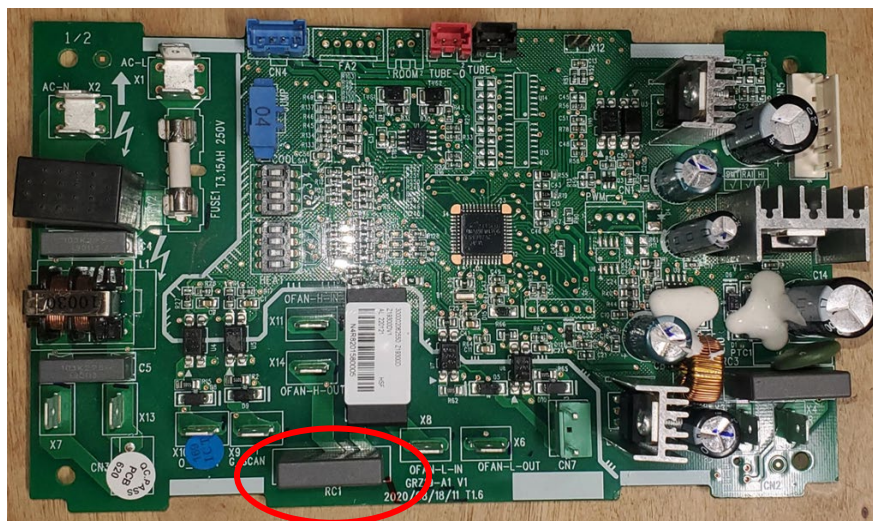
Part Number: 300002062550

Production Date: February 1, 2022 through April 14, 2022

**Note: If there are no wires on X11 & X14, there is no capacitor at RC1, or the date code falls outside of the production date, please disregard this bulletin.**

#### Summary:

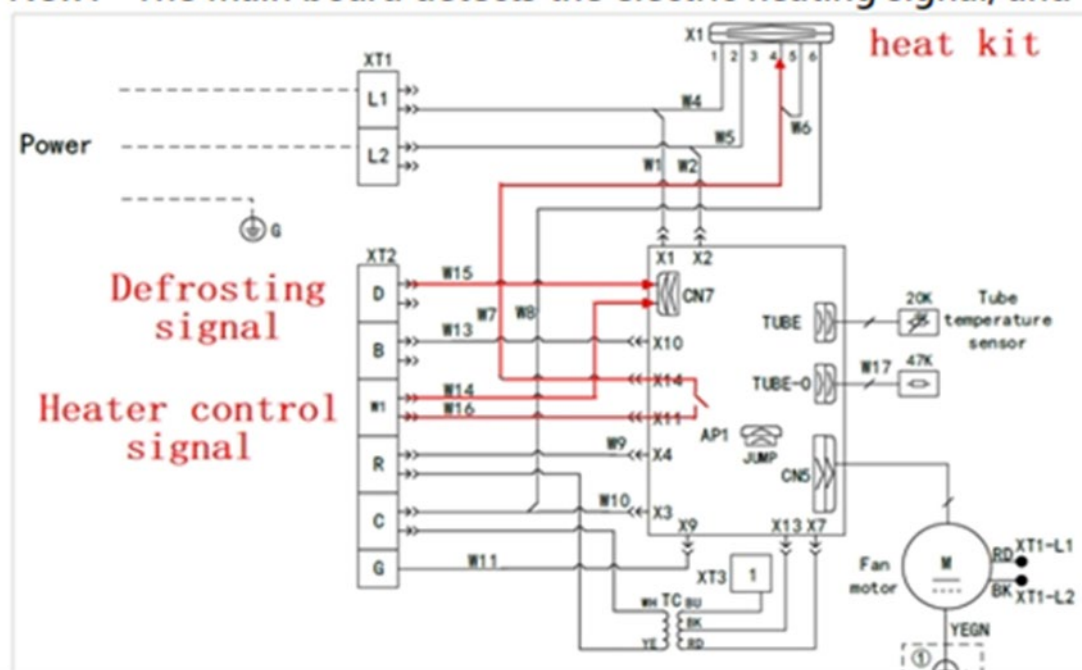
FLEXX BH model replacement main board 30002062550 has a capacitor labeled RC1 that connects high voltage into the low voltage W circuit. If the thermostat makes a call for heat on W, high voltage will travel into the thermostat on W causing damage.



**Solution:**

There are two possible solutions:

1. If an electric heat kit is used, remove W16 from W and X11 terminals. Remove W7 from X14 and connect it to W where W16 was removed.



2. If no electric heat kit is installed, simply remove the wires from X11 and X14.

The issue has been addressed at the factory. Boards produced since April 15, 2022 do not have the capacitor at RC1.