

Applicable Models:

501 Series – GU32
505 Series – GU32DV

Affected Serial #s:

GU32

G801823 – G801866
G900001 – G900060
G900117 – G900144
G900173 – G900424

GU32DV

G802010, G802037, G802038

Description:

Symptom A

Recently installed unit displays E11 and cannot be reset via unplugging the power cord. Upon changing fan motor assembly but not the main controller, E11 persists.

Symptom B

Recently installed unit may display E2 or E11 before losing power completely. The 3A fuse repeatedly burns out upon replacement.

Cause:

We recently discovered that a specific batch of PCBs contain transistors that can be damaged by electrical surges and can become non-functional. In rare cases, the surge then travels to the fan and burns out the motor.

Remedy:

The fan motor remains undamaged and fully functional in case of **Symptom A**. The transistor that drives the motor is the part damaged on the main controller. E11 can be resolved by replacing the damaged main controller. In case of **Symptom B**, the fan / PCB / breaker **MUST** be replaced in order to restore fully functionality. If any one of the three components is **NOT** changed out the newly replaced parts will be damaged!

Note:

This error only applies to units in the above mentioned serial number range. All other units are unaffected.

Consumer Notice: The information and instruction in this bulletin are intended for use by skilled professionals. These instructions should not be performed by consumers. Call your professional person for help.