



Date: April 14th, 2020
Bulletin#: TB2020-02

Technical Bulletin Regarding: Blower Speed Fault

Applicable Models: All Intellihot Models, most affected are iQ751, iQ1001, and iQ1501

Description:

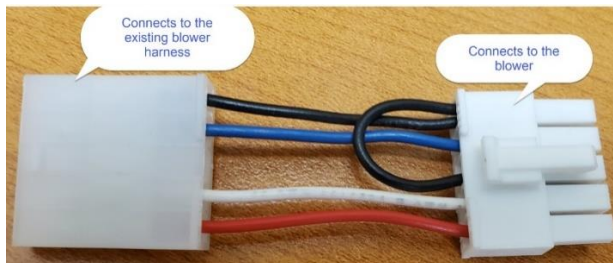
This bulletin is to address blower faults that were previously misdiagnosed. When blower speed faults are shown on the display, error history, or logged in the telliCare system, one of the root causes is signal noise. The signal/electrical noise causes the control board to report an erroneous blower speed fault.

Additional symptoms:

- a. On a multiple HEX unit model such as iQ751, not all blowers may exhibit this blower fault symptom. The error history would show specific blower faults.
- b. On a multiple HEX unit model such as iQ751, a cascading fault may also be present.

Resolution:

Intellihot has a jumper harness (Part# ELC0305) that connects to the existing wiring harness and eliminates the electrical noise. This connector allows for easy field installation. Please refer to MNL0051 for installation instructions of ELC0305.



Not all units in the field will have signal noise. Most affected models are iQ751, iQ1001, and iQ1501 only. Our recommendation is to add the ELC0305 when there is an issue with the blower (or intermittent cascading fault). If there are any questions or concerns, please contact the Intellihot technical support department, 1-877-835-1705 or support@intellihot.com

If your diagnosis is that a jumper harness (part # ELC0305) is needed to resolve either an ongoing blower speed fault or cascade/communication fault, please send an email to parts_rma@intellihot.com along with the serial # of the unit affected, and ship to address with contact name/number. If the units are cascaded, please include all models and serial numbers. One ELC0305 per HEX blower is required. Intellihot will provide part # ELC0305 at no charge for the customer.