



SERVICE AND APPLICATION NOTES

IAQ-16-01
April 18, 2016

GDX-01 (Y2171) Controller Software Issue

AFFECTED PRODUCTS

The HRV/ERV units sold with the Y2171 Controller that are listed in tables 1 and 2 are affected.

ISSUE AND SOLUTION

CANADA

We have been informed that 42 HRV/ERV units shipped in Canada from August 2015 to October 2015 will have a Y2171 Digital controller that has software issue. After four months of operation a “Service” text will be appear on the display. There is no method to clear the text from the screen so the control must be replaced. **The operation of the system is not affected** by this software issue.

TABLE 1. CANADA SHIPMENT LOCATIONS

Date	Location	Quantity	Model	Serial Numbers
Sept 8	Brampton	10	HRV5-150-GDX (Y6420)	2315J33438 through 2315J33447
Sept 21	Brampton	2	HRV3-150-TPD-GDX (Y6423)	2315J35603 and 2315J35606
Oct 19	Brampton	10	HRV5-150-GDX (Y6420)	2315K39475 through 2315K39484
Oct 27	Brampton	10	HRV5-150-GDX (Y6420)	2315K41598 through 2315K41607
Oct 27	Calgary	10	HRV5-150-GDX (Y6420)	2315K41608 through 2315K41617

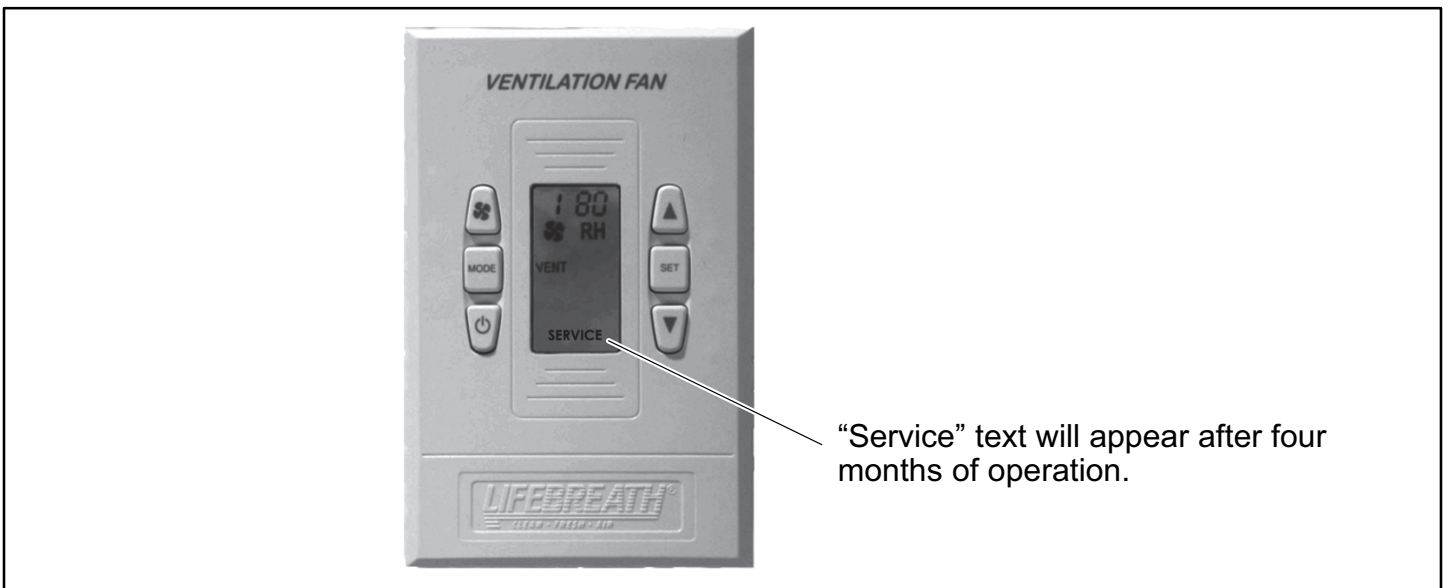


Figure 1. Service Indicator

UNITED STATES:

Units shipped to United States destinations do not include the GDX-01 (Y2171). However a total of 73 GDX-01 controls have shipped to the following locations:

TABLE 2. UNITED STATES SHIPMENT LOCATIONS

Date	Location	Quantity
Aug 12	Grow City, OH	1
Aug 26	Grow City, OH	2
Aug 26	Grow City, OH	1
Sep 10	Grow City, OH	1
Aug 13	Marshalltown, IA	2
Aug 19	Marshalltown, IA	9
Aug 25	Marshalltown, IA	2
Aug 26	Marshalltown, IA	3
Sep 4	Marshalltown, IA	3
Sep 15	Marshalltown, IA	3
Sep 29	Marshalltown, IA	3
Oct 7	Marshalltown, IA	3
Oct 30	Marshalltown, IA	2
Aug 14	Eastvale, CA	9
Aug 31	Eastvale, CA	2
Sep 4	Eastvale, CA	1
Sep 16	Eastvale, CA	2
Sep 25	Eastvale, CA	5
Sep 30	Eastvale, CA	2
Sep 30	Eastvale, CA	6
Oct 15	Eastvale, CA	3
Aug 24	Middleton, PA	2
Sept 4	Middleton, PA	1
Oct 8	Middleton, PA	1
Oct 19	Madonna, GA	1
Oct 28	Middleton, PA	1
Oct 20	McDonough, GA	2
TOTAL		73

NOTE: At this time we believe due to volume and replacement orders that the Lennox GDX-01 control inventory is no longer available.

RECOMMENDED FIELD ACTION

In all cases the replacement of the control will be required. Please return the control for warranty replacement.

LONG TERM CORRECTION

Software corrections have already been made. Please note the "Service" text does not in any way affect system operations.