

BULLETIN

FMCC



TO: Beijer Ref

DATE ISSUED Aug 2nd, 2018

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ISSUED BY: FMCC engineering

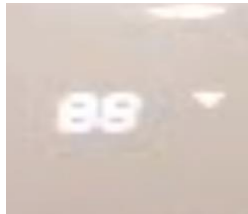
SUBJECT: DC Inverter HW Indoor Fan Motor Failure

1. Applied Models: 42QHC007D8S/42QHC009D8S/42QHC012D8S/42QHC018D8S

Volume: (540) (15457) (22006) (5178)

2. Problem Happen

(1)Displayed on unit "E3" or "88" Error code due to motor problem.



(2)The unit does not respond after turning on.

A. Root Cause

Inverter motor chip ECN30210 from Hitachi was failed due to manufacturing issue at Hitachi in Vietnam.

Recently, Hitachi infomed FMCC that the defective chips were provided to motor supplier (Welling Motor) normal chip and abnormal chip mixed. Motor supplier did not know that chip problem till June 2018.

This problem chip had been produced in Vietnam from Jan to June 2018. What the motor used problem chip was inverter DC

Indoor fan motor and FMCC also used problem motor as above models. (We are not sure how many used)

Fortunately, all of DC motor was not applied this problem motor, Based on Hitachi information, problem chip is 1% of total volume provided to motor manufacturer.

B. Temporary solution

FMCC will provide brand new motor to Beijer quickly to act field problem and FMCC will charge all of warrant cost and also we need to listen your voice how we can fix better solution (suggesting conference call).

C. Final Actions

- Motor manufacturer quality team went Hitach in Japan and reviewed process to advoid recurrence.

- Make sure Inverter DC motor quality problem from July 2018.

Aug, 2nd -2018

FORM No.	REV.
A007	1.0.A

- Try to find dual supplier.

PS:

-E3 error happened after 1 month should be another problems as mentioned on the service manual and training file.

Possible causes are shown as below

- Wiring mistake
- Faulty fan wheel (fan blade)
- Faulty fan motor
- Faulty PCB

-In this case, please replace the indoor control box if problem still stays after changing the motor.

-Please check S/N number of the production date on the unit's bar code sticker and motor's nameplate when service people service on the site.



If you have any comments with regard to this issue, please contact FMCC Sales and Engineering.