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Technical Bulletin

Honeywell Product Issue: 3-Pole Contactor

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After researching our warranty history, we have flagged a quality issue with the Honeywell DP series 3-Pole Contactors. These contactors were used in our units from February 2006 to March 2008. Further review allowed us to determine the reason for failure. We are confident the normal operation of the units is not causing the failure, but the design and functionality of the contactor is causing failure. There is plastic, which can come into direct contact with one of the internal, metal contacts. Immediately following a run cycle, the contact will be at a higher temperature. This higher temperature allows the metal to fuse itself to the plastic.

Once the metal contact fuses to the plastic, the next cycle will not be fully initiated because the full voltage is impeded by the immobilized contact. The contact can cool off and begin to work properly after a short period of time. In some cases, the contact will be immobilized long enough to cause a hard lockout on the unit. The control board will show a FLOW lockout due to improper voltage supplied to the flow center pumps. After a lockout, the unit has usually remained off long enough for the contact to cool and release from the plastic. This means the unit may run a perfect cycle when the technician services the unit.

The following steps should be taken to resolve any potential problems:

- 1) First identify that the contactor is a Honeywell brand (see Fig. 1).
- 2) Once it is determined the unit has the faulty contactor, remove it and order a replacement under warranty.
- 3) Units repaired out of the warranty period will be credited for the replacement contactor. For those units out of warranty, reference the contactor's full description and/or this tech bulletin during the ordering process to initiate the proper paperwork for the contactor part credit.

Figure 1

