

# Technical Information

## Air Conditioner

**Subject: Heating Only Mode in TZ/TE/KE/BE/DE/PZ-TKE series**



### WARNING

This service information is designed for experienced technicians only and is not designed for used by the general public. It does not contain warnings or cautions to advise non-technical individuals of potential dangers in attempting to service a product. Products powered by electricity should be serviced or repaired only by experienced professional technicians. Any attempt to service or repair the product or products dealt with in this service information by anyone else could result in serious injury or death.

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# 1. Background

All wall-mounted RAC models in the TKE series which are produced from April 2017 onwards have been upgraded with the heating-only mode feature, which disables the other operating modes (e.g. cooling, dry, nano-e stand-alone) in the unit.

Although all the models are designed for cooling and heating, they can only run heating mode if the heating-only mode is enabled even if other mode (e.g. cooling, dry mode) is selected by the user. If the user selects any mode other than heating on the unit, its operation will stop and the POWER LED will blink.

# 2. Countermeasures

[2.1] In order to implement this feature, the EEPROM data in the PCBs for the affected indoor unit models are revised. The units which have the new version of the EEPROM data will be indicated with a circle stamp on the inspection certificate of its c.c. case.

OLD	NEW

Table 1

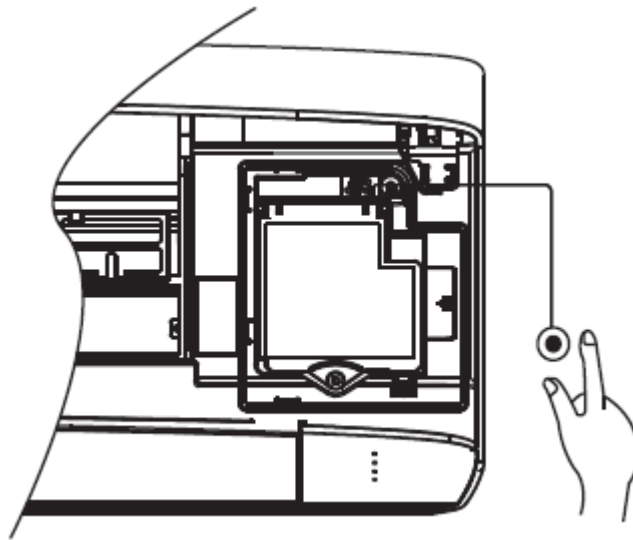


Figure 1

[2.2] Step 1: In order to activate this option, press and hold the AUTO switch between 8 and 11 seconds (refer Figure 1) . When the “pep pep” sound is heard on the eighth second, release the AUTO switch.

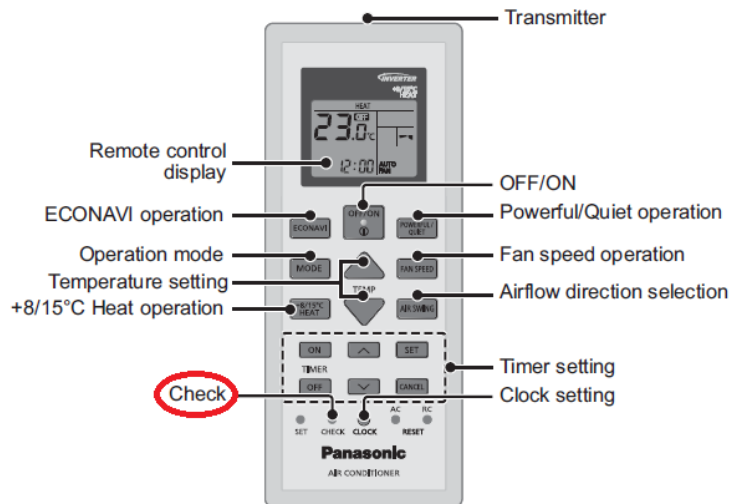


Figure 2

Step 2: Press the “Check” button (refer Figure 2) on the remote control once and the signal from the remote control will activate the HEATING only mode.

If these steps are not followed during commissioning, the user will be able to operate COOL and AUTO mode.

[2.3] The installation instruction for the concerned models will be amended as a running change to reflect this update. Consequently, the earlier batches of the implementation, although correct, will not have the same statement in the installation instructions document.

### 3. Models Concerned

From Table 2, the serial number can be used to identify the units produced before and after the mass production countermeasure EEPROM revision implementation.

The unit can also be identified from the production date on the nameplate. Units of models below which are produced from April 2017 onwards should have the heating-only mode feature available.

Model	Countermeasure Starting Serial Number
CS-TE20TKEW	49088 00678
CS-TE25TKEW	49089 03514
CS-TE35TKEW	49090 04635
CS-TE42TKEW	49091 00322
CS-TE50TKEW	49114 00365
CS-TE60TKEW	49115 00141
CS-TZ20TKEW	49077 01723
CS-TZ25TKEW	49078 03085
CS-TZ35TKEW	49079 04170
CS-TZ42TKEW	49080 00442
CS-TZ50TKEW	49112 00540
CS-TZ60TKEW	49113 00085
CS-TZ71TKEW	49116 00056
CS-KE25TKE	49092 03596
CS-KE35TKE	49093 07374
CS-KE50TKE	49094 01241
CS-DE25TKE	49098 05289
CS-DE35TKE	49099 07300
CS-DE50TKE	49100 00795
CS-BE25TKE	49095 05408
CS-BE35TKE	49096 08272
CS-BE50TKE	49097 01009
CS-PZ25TKE	49102 00698
CS-PZ35TKE	49103 00957
CS-PZ50TKE	49104 00193

Table 2

Remark: For units produced before April 2017, if a customer requires heating-only feature, replace the indoor PCB at the customer's own expense. The new PCB must be of the latest version supplied after April 2017.