

TECHNICAL INFORMATION COMMUNICATION



Quality and Continuous Improvement

Number: TIC 2021-0002

Date: 2/5/2021

Title: System Control Duplicate Serial Number Escape

Product Category: Residential Communicating Controls

Products Affected:

Carrier:

Model Number	Serial Number Range
SYSTXCCITC01-B	2220W200001 – 2220W201062
SYSTXCCITC01-B	3020W200001 – 3020W201728
SYSTXCCWIC01-B	3020W200001 – 3020W201728
SYSTXCCWIC01-B	3220W200001 – 3220W201704

Bryant:

Model Number	Serial Number Range
SYSTXBBECC01-B	2220W200001 – 2220W201062
SYSTXBBWEC01-B	3220W200001 – 3220W201704
SYSTXBBECC01-B	3520W200001 – 3520W210000

Situation:

System Controls (User Interface - wall controls) manufactured in three specific weeks (22, 30, 32) were released with duplicate serial numbers. *All System Controls will still function properly and operate in a communicating system. All controls can be registered for warranty purposes.* The first System Control that has a duplicate serial number can be registered for use; however, the second of the two System Controls with the same serial number will not be able to be registered. A message during registration of the second control will display, "Serial Number not valid." This control will need to be removed, replaced, scrapped and claimed under warranty.

Only trained and qualified personnel should design, install, repair and service HVAC systems and equipment. All national standards and safety codes must be followed when designing, installing, repairing and servicing HVAC systems and equipment. It is the responsibility of the Dealer to ensure local codes, standards, and ordinances are met.

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Bryant System Controls (User Interface - wall controls) manufactured in week 35 may not have the correct model number structure and branded software. **All** NIB controls should be return through the GRR process.

Technical Information:

All uninstalled, NIB Controls mentioned above can be returned for reimbursement. Account reimbursement will be given after the Controls have been scanned and received back into our inventory.

Returned inventory will be process and handled with a GRR and RMAD.

All System Controls that were removed due to defect needs to be handled through normal warranty process.

A new order will need to be placed for customers to replenish their inventory.

Follow the below process to return NIB controls:

1. Inspect current inventory for any Controls mentioned above. Record **Model and Serial Number** of each control you will be requesting to return.
2. Contact Claudine Russell (Customer Service Representative) and provide her with the Control information (model and serial number of each unit) requesting to be returned for reimbursement.

Claudine Russell
Claudine.Russell@utecontrols.com
Phone: 260-358-3406

3. After Claudine has issued/provided a GRR she will ask you to send the Controls to the below address. We have provided a FedEx and UPS Account number to cover the shipping cost back to the warehouse. **Make sure GRR number is on outside of package!**

Ship to: UTEC RMA
101 Veterans Drive
Portland, TN 37148
ATTN: GRR# XXXXX

FedEx - Account # -8808-3
UPS - Account # 976E1V

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