Service Bulletin 950-17-003

To: All Distributors

From: MESCA Technical Service & Support

Date: December 13, 2017

Subject: 3rd Party Auxiliary Heater Control on Residential Ducted Products

Performance, comfort and reliability are hallmarks of what customers have come to expect from Mitsubishi Electric products. Our engineering centers take this commitment very seriously and design products which are built to perform to this high regard.

MESCA has recently determined that 3rd party auxiliary heater controls may not reliably turn on the Mitsubishi Electric indoor unit fan in all situations. To remedy this situation MESCA must confirm that 3rd party auxiliary heat control is not supported for any M and P series product installations for all residential ducted models, across all product lines.

Going forward all new product installations utilizing an auxiliary heater must be controlled by the CN24 connector on Mitsubishi Electric indoor unit board. Using extraneous relays, timers and / or other modified controls may void manufacturer warranty. All current field installations using 3rd party auxiliary heat control or customized heat controls (relay, timers etc.) should revert to CN24 control using Mitsubishi Electric part PAC-YU25HT-G. This part is provided in original auxiliary heater packaging; however MESCA will provide replacements free of charge to existing customers until further notice. Please use original auxiliary heater installation instructions for CN24 connection.

Please note the following:

a) Auxiliary heater control MUST remain with CN24 connection when 3rd party device is paired with all M & P - series models.
b) Mode 11 & 23 must be set to 2 to ensure auxiliary heat and fan are activated during defrost mode.
c) Mode 390 must be set to 393 to ensure heater delay is set to 20 minutes (or above).

If you have any questions or concerns please contact your representative MESCA TSS or product manager.