

Zone control bulletin

AC Module Mitsubishi Electric

Background

A manufacturing defect has been identified in a specific production batch of iZone AC Unit Modules for Mitsubishi Electric (part number C325M2). During standard QA testing, a temporary jumper is installed on the PCB to validate module functionality. For production batch RC191225, this jumper was not removed prior to distribution.

Symptom

When a C325M2 module from the affected batch is connected to a Mitsubishi Electric (ME) AC interface module:

- The RED LED on the rear of the C325M2 will blink intermittently.
- The Nova tablet will alternate between “No Comms” and “OK” in the AC Unit Status.

This behaviour indicates intermittent communication loss between the C325M2 and the ME AC unit.



Visual indicator: A blinking RED LED on the back of the module

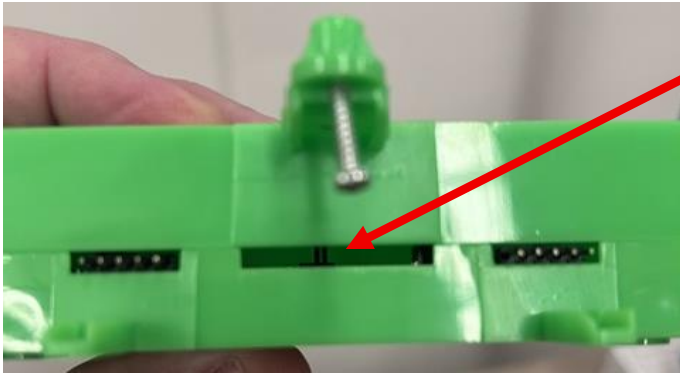
Identification

iZone has identified 60 affected modules from batch RC191225, distributed to HVAC wholesalers in QLD and WA. This issue only affects C325M2 modules from this specific production batch. To confirm whether a module is affected:

- Unplug the C325M2 module.
- Look through the front of the casing.
- A small jumper will be visible on the PCB if the module is from the defective batch.



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Solution

The jumper can be safely removed on site. Zone will coordinate with dealers to recall and repair affected stock. Some modules may already be in the field and dealers will be contacted to ensure corrective action is taken



Remove the four mounting screws from the module casing. Open the module to access the PCB. Locate and remove the jumper.



Reassemble the module and reinstall it.