



SI B64 01 13
Heating and Air Conditioning

February 2013
Technical Service

SUBJECT

IHKA Operating Panel Buttons Are Peeling

MODEL

F01

F02

F04

F05

F06

F07

F10

F12

F13

SITUATION

The surface is peeling off one or more of the IHKA operating panel buttons, and the button symbol may become unreadable.

CAUSE

Ingredients in certain skin care products, including sunscreens and hand lotions, causes the button surface to peel.

In the picture below, you can clearly see how the low fan speed button is just starting to peel. Two of the four fan blades are missing from the button symbol, and soon the entire symbol will be gone.



PROCEDURE

Replacement buttons for the IHKA panel are expected to become available in March 2013. If you encounter a customer issue with peeling buttons, ask the customer if he or she can wait until the separate buttons become available. This short delay would reduce the replacement of the complete IHKA control panel, and save the customer increased costs.

If the customer insists on a repair **before** the replacement buttons are available, the complete IHKA panel may be replaced.

Once the replacement buttons are available, this Service Information will be updated with the relevant parts information, and the complete IHKA panel should not be replaced for this damaged button issue.

WARRANTY INFORMATION

Not applicable.

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