

Blower Motor Upgrade for High Line Voltage

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Reference: Product Enhancement

Product Group: FLEXX

Models Affected: FLEXX48HP230V1BH, FLEXX60HP230V1BH

Serial Number Range: Prior to 1822GSXXXXX

MFG Date: Prior to May 2022

Summary:

FLEXX 4-ton and 5-ton BH air handler blower motors were originally designed and tested for a line voltage range of 187 volts to 253 volts, the nationally recognized ETL standard. Line voltage above 253 volts can activate the internal safety in the motor, causing the blower motor to shut down and require manual reset.

To help mitigate blower shutdowns due to high line voltages in certain areas, GREE has upgraded blower motors in FLEXX 4 and 5-ton BH model air handlers (produced in May 2022 and beyond) to handle up to 267 volts. These motors were upgraded for continuous operation when incoming power has exceeded voltages above national standards.

Upgraded motors will be made available for customers who own in-warranty air handlers manufactured before May 2022 and are experiencing blower shutdowns due to high line voltage. **Old motors have serial numbers beginning with KBZ0349. Upgraded motors have serial numbers beginning with KBZ0583 or later.**

Solution:

To obtain authorization for an upgraded motor under warranty, please contact Technical Support. You will need to provide model and serial numbers, and voltage information. You may also be asked to provide other data to ensure proper functionality of the system. Once you obtain authorization, you will be allowed to order the upgraded motor.

Notes:

- **Upgraded motors are not a substitute for proper installation practices or proper system airflow. Failure to follow industry best practices can lead to system failure.**
- To further help mitigate line voltage issues, we highly recommend installing a single-phase line monitor.
- If you continue to have issues with line voltage causing system errors, please contact your local electrician or power utility to correct incoming line voltage in accordance with national standards.