

# Service Bulletin



To: Notified Customers

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Bulletin Number: **SB 22-0016-MH-1MBTU**

Date Of Notice: 10/7/22

Subject: IQ Screen Communication Loss

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Product Line: Maxi Heat 1MBTU

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Model: Heater

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Serial Numbers: 36-000818 through 36-000918

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Expiration Date: No Expiration

Critical Correction - Action & Response Required Immediately	<input checked="" type="checkbox"/>
Action Required - Fix, No Report	<input type="checkbox"/>
If Encountered - Correct If Issue is Found	<input checked="" type="checkbox"/>
Information Only	<input type="checkbox"/>

Authorized Labor Charges For This Bulletin:

0.5 Hr per unit / \$50.00

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Part Numbers Required To Correct This Bulletin:

NA

**Description or Summary of Problem to be Corrected:**

Four wires have been routed to the incorrect relay terminals for the air recirculation switches. This causes the 1 amp fuse in the DHECU controller to fail and "Screen not Connected" fault on the burner controller. When the fault appears it will not allow operation of the burners.

**Correction and Instructions:**

Remove relay wires and relocate each to the correct terminals. The orientation of the wires must match the correct photo and instructions on page two. Check the 1 amp fuse in the DHECU box located in the main breaker panel and ensure it has not failed.

**Tools Needed:** 1/4 Ratchet with 3/8 socket & 5mm allen wrench

**CONTACT INFORMATION: FOR ADDITIONAL CLARIFICATION OR FURTHER INSTRUCTIONS, PLEASE CONTACT THE FOLLOWING:  
ALLMAND SERVICE TEAM AT (308) 995-3431**

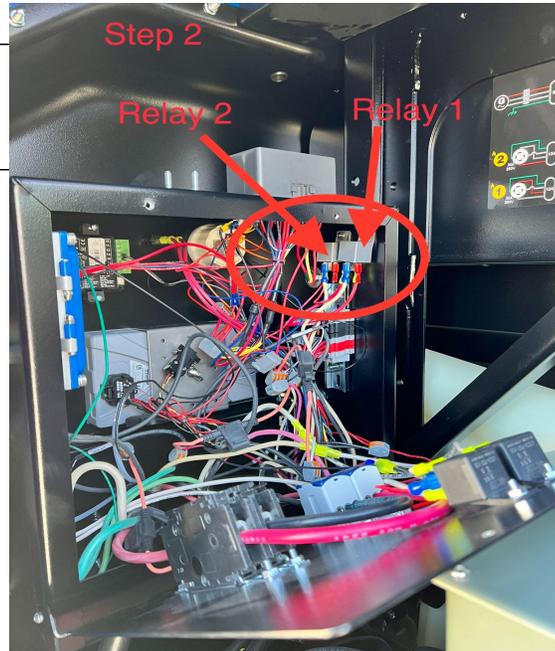
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**Step 1:** Locate the main breaker panel inside the engine compartment at the rear of the heater. Open the cover by removing the two top panel bolts. Use a ratchet with a 3/8 socket or wrench.

**Step 2:** Look for two grey relays mounted to the inside of the breaker box.



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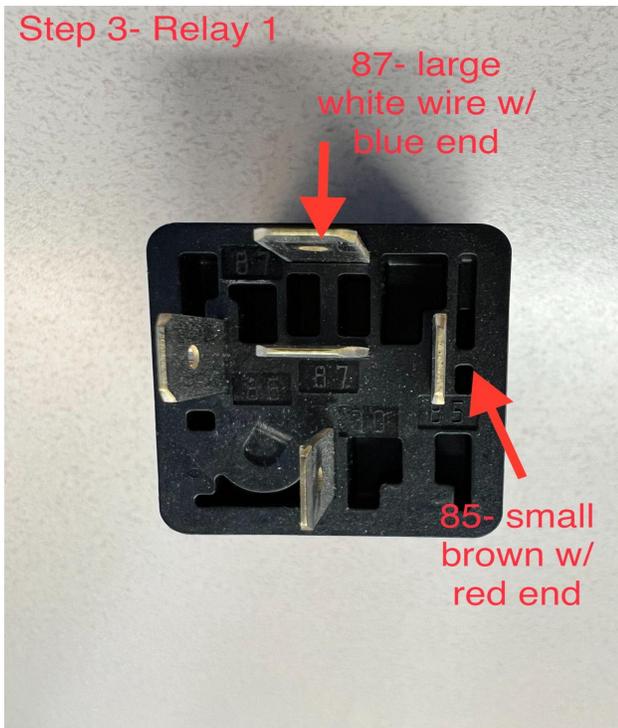


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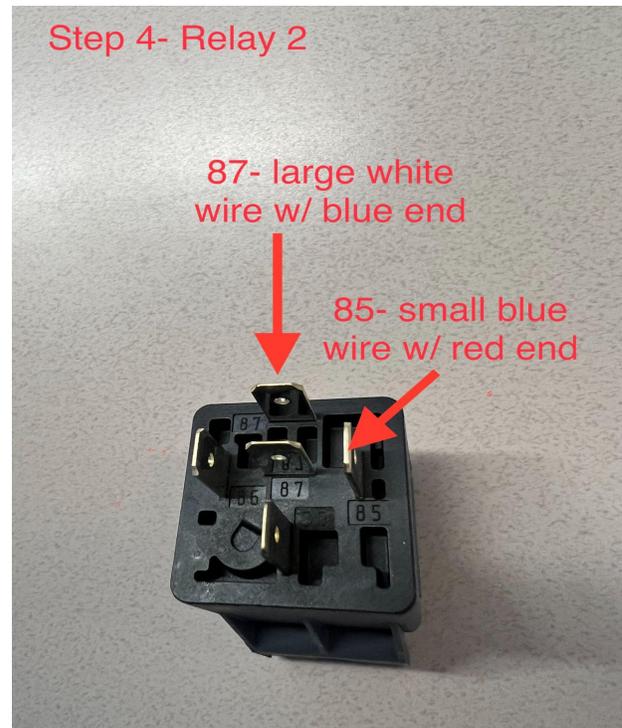
**Step 3: Relay 1-** Disconnect the large white wire with blue end. Next remove the small brown wire and connect it on terminal 85 where the white wire was connected. Move the large white wire to terminal 87, the same spot the brown wire was connected to. See page 5 for an additional image that depicts the correct orientation of the wires.

**Step 4: Relay 2-** Disconnect the large white wire with blue end. Next remove the small blue wire with red end and connect it to terminal 85, the same location as the white wire. Connect the white wire to terminal 87, the same place the blue wire was connected to. See page 5 for an additional image that depicts the correct orientation of the wires.

Step 3- Relay 1



Step 4- Relay 2



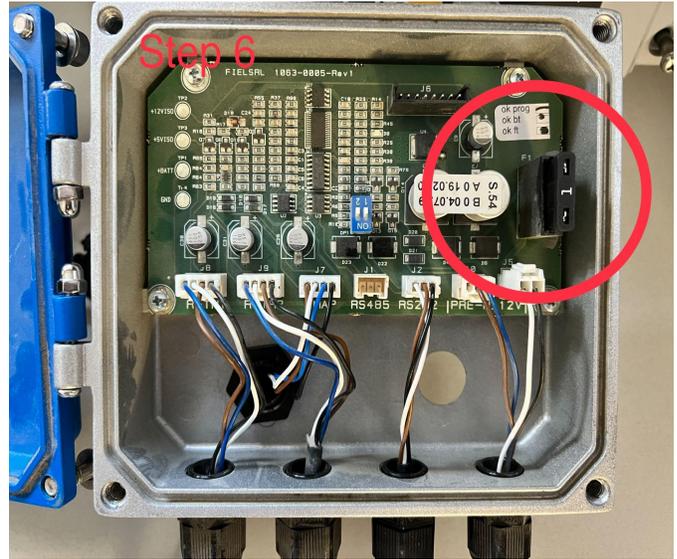
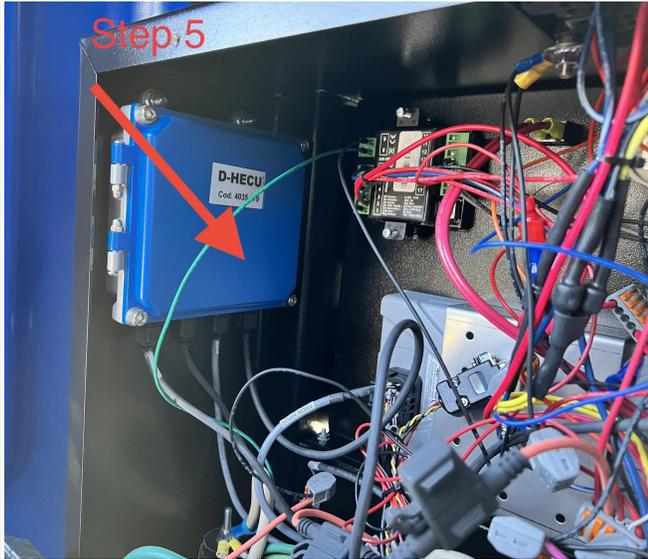
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**Step 5:** Locate the DHECU box inside the breaker panel on the opposite side of the relays.

**Step 6:** Check the 1 amp fuse on the PC board. Replace if failed.



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Example: The photos below depict the correct way each relay should be wired..

