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SERVICE BULLETIN

Number: 0041
Date: 1/05/2018
TYPE: Field

PROBLEM

ARU / AUU Models Communication error E11 code

SOLUTION

Removal of VA103 on Power Filter PCB

MODEL: ARU7RLF / ARU9RLF / ARU12RLF
ARU18RLF / ARU24RL / AUU7RLF / AUU9RLF
AUU12RLF / AUU18RLF

Production serial numbers:
Serial number range to be determined

Objective: During production of the above mentioned models an incorrect valued capacitor was installed on the main power pcb which causes a communication error code. The communication error code of 00:11 – Er is generated which appears on the wired remote control units. The blink pattern is 1 x operation (green) and 1x timer (red). If this failure appears and all general troubleshooting has been performed, please remove the main power supply from the indoor unit and carefully remove / cut-away the light blue capacitor labeled VA103.

See illustration below.

Labor allowance: Fujitsu will approve labor allowance in the amount of \$100.00 per evaporator unit with proper documentation and information in accordance with our warranty claim process.

Component description: VA103 is an electrical noise filtering device which is no longer needed. The indoor main power supply board contains new hybrid IC which incorporates the new electrical filtering circuit.

(1) Remove CAPACITOR CERAMIC on VA103

Power supplies affected

Part# K9707398243
Part# K9707398236



ⓄBe careful of the order to remove

Affected component



ⓄBe careful of the order to remove



Disclaimer:

Turn off power before commencing any work. In order to perform some of these tests an electrical and/or refrigerant license is required. We strongly advise to check the Service manual for more detailed explanation. If you are not sure about these recommendations please contact our technical support line at 866-952-8324. Fujitsu General America, Inc. is not responsible for any damage and/or bodily harm caused by unsafe acts during these test.