

## GCA Heat Kit Chatter Issue and Resolution Guide

**Issue:** It has been reported and confirmed that the heat kit M# KWCEH0301NXXXXX when installed with a GCA geothermal heat pump the relays on the heat kit will chatter when a call for auxiliary heat is made. Not only is there excessive noise but the heat kit will not function. The GCA geothermal heat pump is not affected. The issue is in the heat kit only. It has been determined that the relays need to be replaced to remediate the chattering issue. There are three options that are available.

### Option 3

**No pre-qualification is needed to execute this option. Expected part availability is late January through February.** Your territory manager will update you as soon as they are available. The manufacturer will provide an entire heat kit with the updated relays. Labor will be provided (approximately \$250- waiting on final number from manufacturer). This is a very easy and straight forward installation. There is not a revised part number at the time of this publication.

### Option 2

**Dealers must contact the Residential Support Team to be qualified and preauthorized for this option. Parts not available until the first week of January 2026.** The manufacturer will provide the needed relays and wiring and would be sent directly to the dealers address from the factory. The turn around time for arrival of the retrofit kit is approximately a week once requested (after the first week of January 2026). This is a relatively straight forward retrofit that would require 30-45 minutes to swap out relays. There is no field splicing of wires as any new wiring is provided. Labor assistance will be provided (approximately \$250.00). The updated version of the heat kit would be available for installation should the dealer decide to replace the option two factory retrofitted heat kit but without any additional labor compensation.

### Option 1

#### Emergency Heat Kit Retrofit

In the case of an emergency where a heat kit must be field retrofitted, dealers must contact the Residential Support Team to be qualified and authorized for this option. An additional heat kit would be purchased (specified by residential support) by the dealer. The dealer would be provided written instructions. There are two to three wires (low voltage) that must be spliced for this emergency action. No high voltage wires are spliced. This is a mid grade technical level retrofit that would require 45-60 minutes to swap out relays. This is intended for emergency use only. Labor assistance will be provided (approximately \$250.00). If a dealer executes this option there would not be any availability for labor should they decide to execute options two or three. The updated version of the heat kit would be available for installation should the dealer decide to replace the emergency retrofitted heat kit but without any additional labor compensation.