TSB C-GN-OT-0087

Date: December 5, 2025

To: All Service and Parts Managers

From: Technical Services Department

Subject: **R-32 Compliant Communicating Furnace Updates**

This is an important Technical Service Bulletin to be carried out by trained and certified service technicians. The purpose of this bulletin is to inform our customers about control board changes to our R-32 compliant communication furnaces.

ERV / HRV Support for R-32 Compliant Communicating Furnaces (PCBKF321, PCBKF322, & PCBKF324):

An Over-The-Air (OTA) update is now available to provide support for Heat Recovery Ventilators (HRV) and Energy Recovery Ventilators (ERV) when the furnace is used with a communicating thermostat, such as the Daikin *One+*. HRV/ERV units are designed to provide a 24VAC "G" (fan) call to the HVAC system when ventilation is required. This OTA will allow furnaces being used with communicating thermostats to accept a 24VAC "G" signal from an ERV/HRV and run the blower at the constant fan speed setting when the system is idle (not running in any mode).

Note: Without this OTA, furnaces being used with communicating thermostats will ignore the 24VAC "G" signal from an ERV/HRV. The ventilator will not receive airflow when the system is idle. The OTA is required so the furnace takes the appropriate action when a "G" signal is present.

Note: Systems using standard non-communicating 24VAC thermostats do not require this OTA to provide ERV/HRV support, but there is no harm in providing the update to the system.

If necessary, to change the Constant Fan Speed, use the *CoolCloud* HVAC phone app or the push buttons on the furnace control board to navigate to FSd.

1) Ensure power is on to the furnace and the furnace control board is in IdL (Idle).
2) Use the *CoolCloud* HVAC phone app or the push buttons on the furnace control board by navigating to the FSd menu and pressing the center button.
3) Change the factory fan speed setting to your desired airflow. If using the push buttons, the right and left buttons are used to scroll through the fan speed selections.
4) Confirm new selection and exit menu. If using the push buttons, press the center button one time to select and a second time to exit the menu.
5) Using the communicating thermostat, confirm it can still drive the blower as requested in constant fan mode.
6) If possible, force the ERV/HRV to provide a call while the furnace is idle. Upon receiving the call, the furnace should now run the blower at the airflow specified by the *CoolCloud* HVAC phone app or by the FSd menu using the on-board push buttons.

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Condensate Switch Functionality:

This OTA will allow the fan to run if there is a condensate switch trip (float switch trip) during operation (water backup in the primary or secondary drain pans, depending on what type of condensate switch is used and where it is installed). Both heating and cooling modes will be unavailable (they will both be off), but the blower will still operate as expected.

Note: The condensate switch must be connected to the AUX IN / AUX OUT terminals of the furnace control for this feature to operate as described. Only the condensate switch is allowed to be connected to the AUX IN/AUX OUT terminals.

Note: If the outdoor unit is non-communicating, do not use the AUX IN / AUX OUT terminals. Instead, use the condensate switch to either break "R" between the Furnace and Thermostat or to break "Y" between the furnace and the outdoor unit.

If you have technical questions, please call 1-855-DAIKIN1, option 2 then option 1, or e-mail TechnicalServicesDaikin@daikincomfort.com.