



# service and maintenance procedures

## 2-SPEED, 2-STAGE, INDUCED-COMBUSTION, GAS-FIRED FURNACE

**330AAV  
331AAV  
Series B**

Cancels: SP04-28

SP04-48  
9-97

**NOTE:** Read the entire instruction manual before performing any service or maintenance.

This symbol → indicates a change since the last issue.

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### SAFETY CONSIDERATIONS

Installing and servicing heating equipment can be hazardous due to gas and electrical components. Only trained and qualified personnel should install, repair, or service heating equipment.

Untrained personnel can perform basic maintenance functions such as cleaning and replacing air filters. All other operations must be performed by trained service personnel. When working on heating equipment, observe precautions in the literature, tags, and labels attached to or shipped with the unit and other safety precautions that may apply.

Follow all safety codes. In the United States, follow all safety codes including the National Fuel Gas Code NFPA No. 54-1996/ANSI Z223.1-1996. In Canada, refer to the current edition of the National Standard of Canada CAN/CGA-B149.1- and .2-M95 Natural Gas and Propane Gas Installation Codes. Wear safety glasses and work gloves. Have fire extinguisher available during start-up and adjustment procedures and service calls.

Recognize safety information. This is the safety-alert symbol ⚠ . When you see this symbol on the furnace and in instructions or manuals, be alert to the potential for personal injury.

Understand the signal words DANGER, WARNING, and CAUTION. These words are used with the safety-alert symbol. DANGER identifies the most serious hazards which **will** result in severe personal injury or death. WARNING signifies a hazard which **could** result in personal injury or death. CAUTION is used to identify unsafe practices which **would** result in minor personal injury or product and property damage.

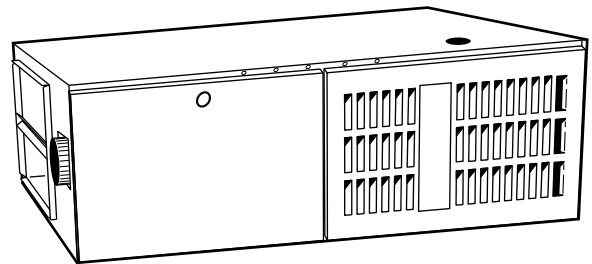


Fig. 1—Model 331AAV Horizontal

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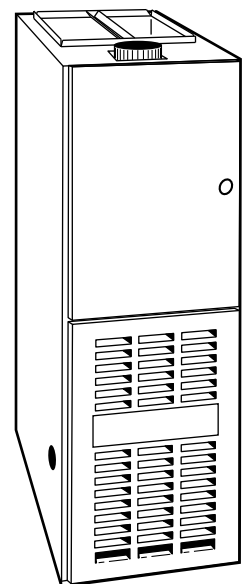


Fig. 2—Model 331AAV  
Downflow

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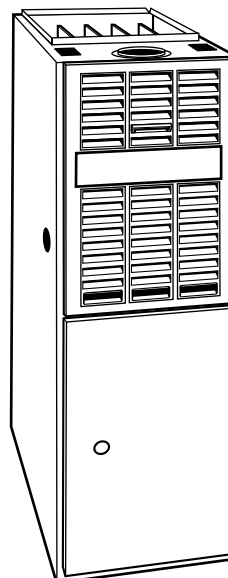


Fig. 3—Model 330AAV Upflow



CERTIFICATION OF  
MANUFACTURING SITE

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⚠

**WARNING:** The ability to properly perform maintenance on this equipment requires certain expertise, mechanical skills, tools, and equipment. If you do not possess these, do not attempt to perform any maintenance on this equipment other than those procedures recommended in the User's Manual. A FAILURE TO FOLLOW THIS WARNING COULD RESULT IN POSSIBLE DAMAGE TO THIS EQUIPMENT, SERIOUS PERSONAL INJURY, OR DEATH.

## ELECTROSTATIC DISCHARGE (ESD) PRECAUTIONS PROCEDURE

⚠

**CAUTION:** Electrostatic discharge can affect electronic components. Take precautions during furnace installation and servicing to protect the furnace electronic control. Precautions will prevent electrostatic discharges from personnel and hand tools which are held during the procedure. These precautions will help to avoid exposing the control to electrostatic discharge by putting the furnace, the control, and the person at the same electrostatic potential.

1. Disconnect all power to the furnace. DO NOT TOUCH THE CONTROL OR ANY WIRE CONNECTED TO THE CONTROL PRIOR TO DISCHARGING YOUR BODY'S ELECTROSTATIC CHARGE TO GROUND.
2. Firmly touch a clean, unpainted, metal surface of the furnace chassis which is close to the control. Tools held in a person's hand during grounding will be satisfactorily discharged.
3. After touching the chassis you may proceed to service the control or connecting wires as long as you do nothing that recharges your body with static electricity (for example; DO NOT move or shuffle your feet, DO NOT touch ungrounded objects, etc.).
4. If you touch ungrounded objects (recharge your body with static electricity), firmly touch furnace again before touching control or wires.
5. Use this procedure for installed and uninstalled (ungrounded) furnaces.
6. Before removing a new control from its container, discharge your body's electrostatic charge to ground to protect the control from damage. If the control is to be installed in a furnace, follow items 1. through 5. before bringing the control or yourself into contact with the furnace. Put all used AND new controls into containers before touching ungrounded objects.
7. An ESD service kit (available from commercial sources) may also be used to prevent ESD damage.

## CARE AND MAINTENANCE

For continuing high performance and to minimize possible equipment failure, it is essential that periodic maintenance be performed on this equipment. Consult your local dealer as to proper frequency of maintenance and availability of a maintenance contract.

⚠

**WARNING:** Never store anything on, near, or in contact with furnace, such as:

1. Spray or aerosol cans, rags, brooms, dust mops, vacuum cleaners, or other cleaning tools.
2. Soap powders, bleaches, waxes or other cleaning compounds, plastic or plastic containers, gasoline, kerosene, cigarette lighter fluid, dry cleaning fluids, or other volatile fluids.
3. Paint thinners and other painting compounds, paper bags or other paper products.

A failure to follow this warning could result in corrosion of the heat exchanger, fire, personal injury, or death.

⚠

**WARNING:** Turn off gas and electrical supplies to unit before performing any maintenance or service on it. Follow operating instructions on label attached to furnace. A failure to follow this warning could result in personal injury.

The minimum maintenance that should be performed on this equipment is as follows:

1. Check and clean air filter each month or more frequently if required. Replace if torn.
2. Check blower motor and wheel for cleanliness each heating and cooling season. Clean and lubricate as necessary.
3. Check electrical connections for tightness and controls for proper operation each heating season. Service as necessary.

⚠

**CAUTION:** As with any mechanical equipment, personal injury can result from sharp metal edges, etc.; therefore, be careful when removing parts.

### A. Air Filter Arrangement

The air filter arrangement may vary depending on application. Refer to Table 1 or 2 for filter size information.

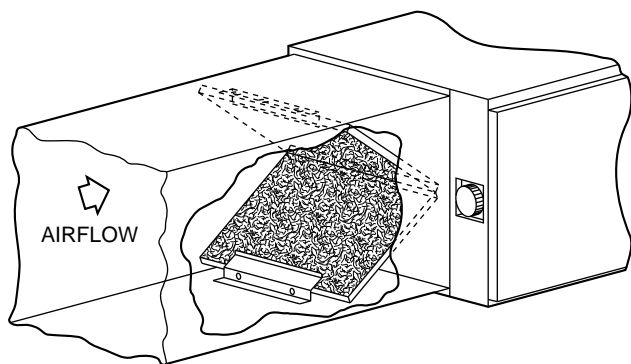
**TABLE 1—DOWNFLOW/HORIZONTAL FILTER SIZE INFORMATION (IN.)**

FURNACE CASING WIDTH	FILTER SIZE	FILTER TYPE
14-3/16	(2) 14 X 20 X 1	Cleanable
17-1/2	(2) 14 X 20 X 1	Cleanable
21	(2) 16 X 20 X 1	Cleanable
24-1/2	(2) 16 X 20 X 1	Cleanable

**TABLE 2—UPFLOW FILTER SIZE INFORMATION (IN.)**

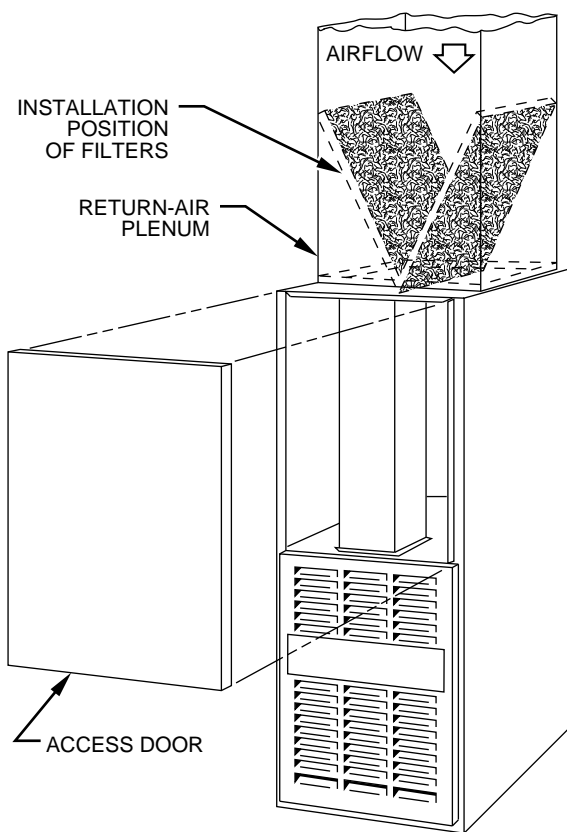
FURNACE CASING WIDTH	FILTER SIZE		FILTER TYPE
	Side Return	Bottom Return	
14-3/16	(1) 16 X 25 X 1*	(1) 14 X 25 X 1	Cleanable
17-1/2	(1) 16 X 25 X 1*	(1) 16 X 25 X 1	Cleanable
21	(1) 16 X 25 X 1	(1) 20 X 25 X 1*	Cleanable
24-1/2	(2) 16 X 25 X 1*	(1) 24 X 25 X 1	Cleanable

\* Factory provided with furnace. Filters may be field modified as required by cutting and folding frame as indicated on filter.



**Fig. 4—Horizontal Filter Arrangement**

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**Fig. 5—Downflow Filter Arrangement**

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**WARNING:** Never operate unit without a filter or with filter access door removed. A failure to follow this warning could result in fire, personal injury, or death.

#### 1. Horizontal and Downflow.

Each furnace requires 2 filters which are installed in the return-air duct. (See Fig. 4 and 5.) To remove filters for cleaning or replacement, proceed as follows:

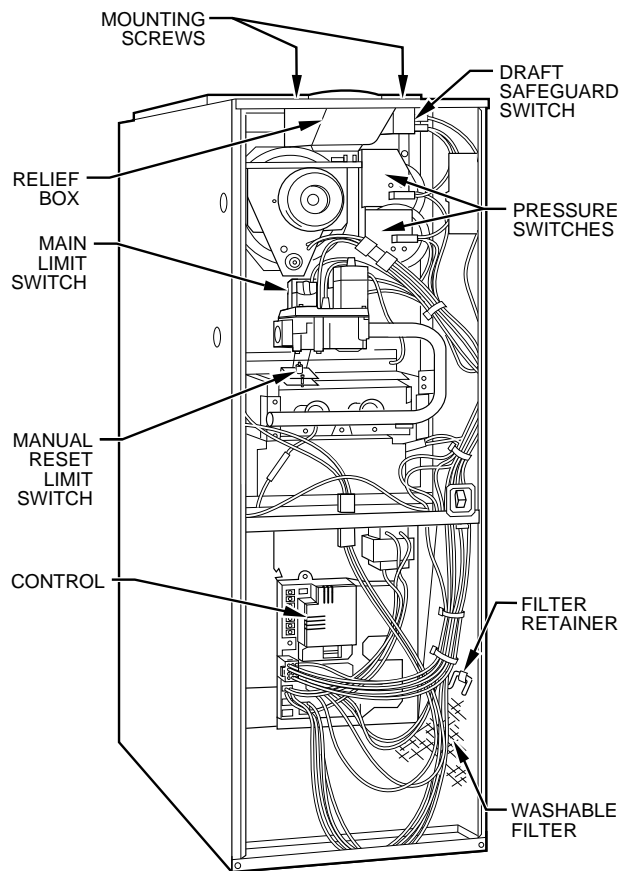
- Turn off electrical supply before removing blower access door.
- Remove blower access door.
- Reach up behind top plate, tilt filters toward center of return-air plenum, remove filters, and clean as needed. Replace if torn.
- Furnaces are equipped with permanent, washable filters.

- Clean filters by spraying tap water through filter from opposite direction of airflow.
- Rinse and let dry. Oiling or coating of filters is not recommended or required.
- Reinstall filters.
- Replace blower access door and turn on electrical supply to furnace.

#### 2. Upflow.

Each furnace requires 1 or 2 filters which are installed in the blower compartment. (See Fig. 6.) To remove filters for cleaning or replacement, proceed as follows:

- Turn off electrical supply before removing blower and control access doors.
- Release filter retainer from clip at front of furnace casing. (See Fig. 6.) For side return, clips may be used on either or both sides of the furnace.



**Fig. 6—Model 330AAV Upflow**

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- Slide filter out.
- Clean filters by spraying tap water through filter from opposite direction of airflow.
- Rinse and let dry. Oiling or coating of filter is not recommended or required.
- Place filter in furnace.
- Replace blower and control access doors and turn on electrical supply to furnace.

#### B. Blower Motor and Wheel

For long life, economy, and high efficiency, clean accumulated dirt and grease from blower wheel and motor annually.

**The following steps should be performed by a qualified service technician:**

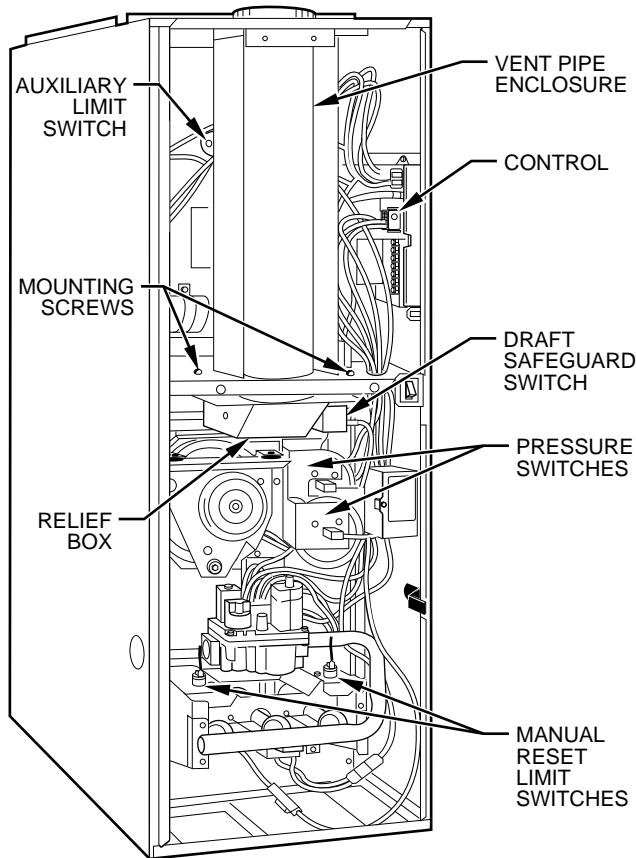
Some motors have prelubricated sealed bearings and require no lubrication. These motors can be identified by the absence of oil ports on each end of the motor. For those motors with oil ports, lubricate as follows:

Lubricate motor every 5 years if motor is used on intermittent operation (thermostat FAN switch in AUTO position), or every 2 years if motor is in continuous operation (thermostat FAN switch in ON position).

Remember to disconnect the electrical supply before removing access doors.

Clean and lubricate as follows:

1. Remove blower access door.
2. Disconnect vent pipe on downflow/horizontal furnace only.
  - a. Remove vent pipe enclosure.
  - b. Disconnect vent pipe and remove short piece of pipe from furnace.



**Fig. 7—Model 331AAV Downflow**

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- c. Disconnect wires from auxiliary limit on blower housing (if present).
3. Disconnect blower electrical leads from control. (See Fig. 6 and 7.) Note location of wires for reassembly.
4. Remove control.
5. Remove screws holding blower assembly to blower deck and slide blower assembly out of furnace.
6. Loosen a screw in strap holding motor capacitor to blower housing and slide capacitor out from under strap.
7. Mark blower wheel, motor, and motor support in relation to blower housing before disassembly to ensure proper reassembly.
8. Loosen setscrew(s) holding blower wheel on motor shaft.

9. Remove bolts holding motor and motor mount to blower housing and slide motor and mount out of housing. Disconnect ground wire attached to blower housing before removing motor.
10. Lubricate motor (when oil ports are provided).
  - a. Remove dust caps or plugs from oil ports located at each end of motor.
  - b. Use a good grade of SAE 20 nondetergent motor oil and put 1 teaspoon, 5 cc, 3/16 oz, or 16 to 25 drops in each oil port. Do not over-oil.
  - c. Allow time for total quantity of oil to be absorbed into each bearing.
  - d. After oiling motor, be sure to wipe excess oil from motor housing.
  - e. Replace dust cap or plugs on oil ports.
11. Remove blower wheel from housing.
  - a. Mark cutoff location to ensure proper reassembly.
  - b. Remove screws holding cutoff plate and remove cutoff plate from housing.
  - c. Lift blower wheel from housing through opening.
12. Clean blower wheel and motor using a vacuum with soft brush attachment. Do not remove or disturb balance weights (clips) on blower wheel blades. The blower wheel should not be dropped or bent as balance will be affected.
13. Reinstall blower wheel by reversing items 11 a. through c. Be sure wheel is positioned for proper rotation.
14. Reassemble motor and blower by reversing items 5 through 9. If motor has ground wire, be sure it is connected as before.

⚠	<p><b>CAUTION:</b> Be sure motor is properly positioned in blower housing. The motor oil ports must be at a minimum of 45° above the horizontal centerline of motor after blower assembly has been reinstalled in furnace.</p>
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15. Reinstall blower assembly in furnace.
16. Reinstall control. (See step c.13 for reassembly of vent pipe and flue enclosure for downflow/horizontal furnaces.)
17. Connect blower electrical leads to control. Please note that connections are polarized for assembly. **DO NOT FORCE.**

### C. Cleaning Heat Exchanger

The following steps should be performed by a qualified service technician:

**NOTE:** Deposits of soot and carbon indicate the existence of a problem which needs to be corrected. Take action to correct the problem.

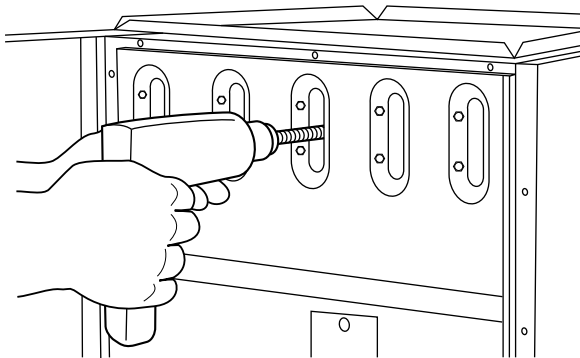
If it becomes necessary to clean heat exchanger because of carbon deposits, soot, etc., proceed as follows:

1. Turn gas and power to furnace to OFF.
2. Remove control and blower access doors.
3. Remove vent pipe enclosure on downflow/horizontal furnace only and disconnect vent pipe from relief box.
4. Remove 2 screws that secure relief box. (See Fig. 6 or 7.)
5. Disconnect wires to the following components. Mark wires to aid in reconnection of:
  - a. Draft safeguard switch.
  - b. Inducer motor.
  - c. Pressure switch(es).

- d. Limit overtemperature switch(es).
  - e. Gas valve.
  - f. Hot surface ignitor.
  - g. Flame-sensing electrode.
  - h. Wiring connectors leading to control.
6. Remove 8 screws that secure flue collector box to center panel. Be careful not to damage sealant.
  7. Remove complete inducer assembly from furnace, exposing flue openings.
  8. Using field-provided small wire brush, steel spring cable, reversible electric drill, and vacuum cleaner, clean cells as follows:
    - a. Assemble wire brush and steel spring cable.
      - (1.) Use 48 in. of 1/4-in. diameter high-grade steel spring cable (commonly known as drain clean-out or Roto-Rooter cable).
      - (2.) Use 1/4-in. diameter wire brush (commonly known as 25-caliber rifle cleaning brush).

**NOTE:** The materials needed in items (1.) and (2.) can usually be purchased at local hardware stores.

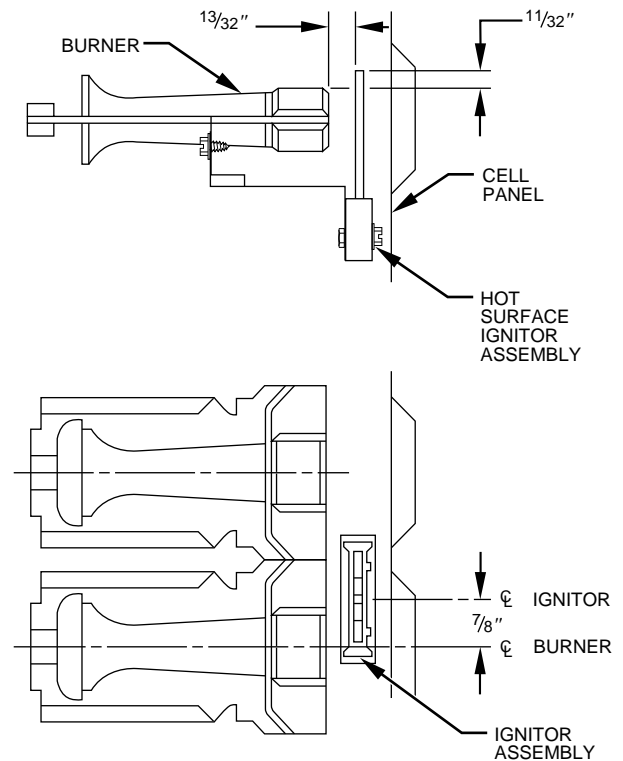
- (3.) Insert twisted wire end of brush into end of spring cable, and crimp tight with crimping tool or strike with ball-peen hammer. **TIGHTNESS IS VERY IMPORTANT.**
  - (4.) Remove metal screw fitting from wire brush to allow insertion into cable.
- b. Clean each heat exchanger cell.
    - (1.) Attach variable-speed, reversible drill to end of spring cable (end opposite brush).
    - (2.) Remove cell outlet plates. **IMPORTANT:** Replace screws in center panel before cleaning.
    - (3.) Insert brush end of cable into upper opening of cell and slowly rotate with drill. **DO NOT** force cable. Gradually insert at least 36 in. of cable into 2 upper passes of cell. (See Fig. 8.)



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**Fig. 8—Cleaning Heat Exchanger Cell**

- (4.) Work cable in and out of cell 3 or 4 times to obtain sufficient cleaning. **DO NOT** pull cable with great force. Reverse drill and gradually work cable out.
  - (5.) Remove burner assembly and cell inlet plates.
- NOTE:** Be very careful when removing burner assembly to avoid breaking ignitor. See Fig. 9 for correct ignitor location.
- (6.) **IMPORTANT:** Replace screws in center panel and cells before cleaning.
  - (7.) Insert brush end of cable in lower opening of cell, and proceed to clean 2 lower passes of cell in same manner as 2 upper passes.



**Fig. 9—Position of Ignitor to Burner**

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- (8.) Repeat foregoing procedures until each cell in furnace has been cleaned.
  - (9.) Using vacuum cleaner, remove residue from each cell.
  - (10.) Using vacuum cleaner with soft brush attachment, clean burner assembly.
  - (11.) Reinstall cell outlet plates and screws **FIRST**; then, reinstall cell inlet plates and burner assembly. Care must be exercised to center burners in cell openings.
9. After cleaning flue openings, check sealant on flue collector to ensure that it has not been damaged. If new sealant is needed, contact your dealer or distributor.
  10. Clean and replace flue collector assembly, making sure all 8 screws are secure.
  11. Reinstall relief box.
  12. Reconnect wires to the following components:
    - a. Draft safeguard switch.
    - b. Inducer motor.
    - c. Pressure switches.
    - d. Limit overtemperature switch(es).
    - e. Gas valve.
    - f. Hot surface ignitor.
    - g. Flame-sensing electrode.
    - h. Wiring connectors leading to control.
  13. Reconnect vent pipe to relief box. When applicable replace vent pipe enclosure.
  14. Replace blower door only.
  15. Turn power and gas to ON.
  16. Set thermostat and check furnace for proper operation.
  17. Verify blower airflow and speed changes between heating and cooling.

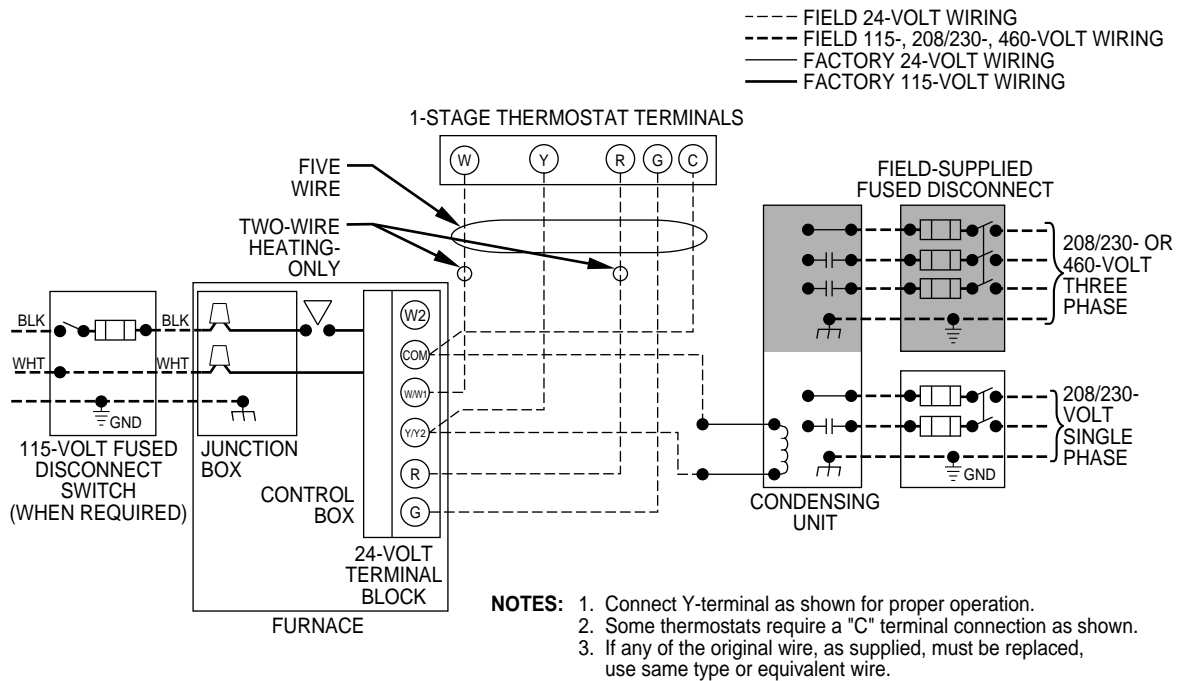


Fig. 10—Heating and Cooling Application Wiring Diagram

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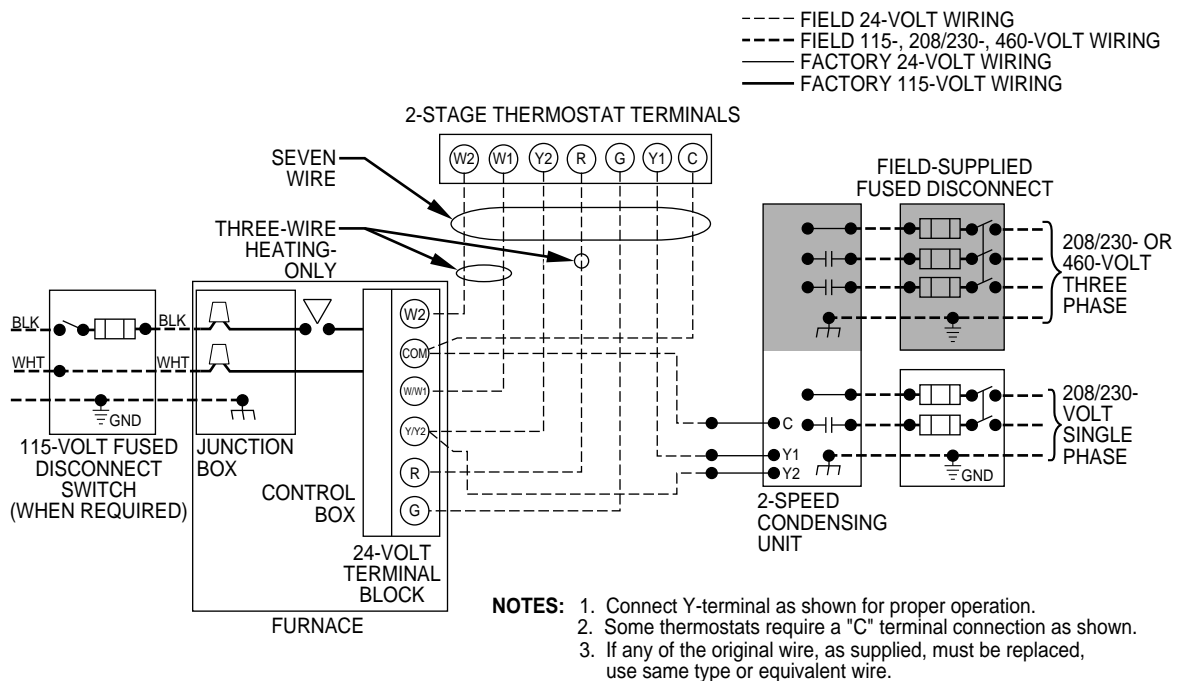


Fig. 11—Heating and Cooling Application Wiring Diagram for 2-Stage Thermostats and/or 2-Speed Condensing Units

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18. Check for gas leaks.

19. Replace control door.

**WARNING:** Never use a match or other open flame to check for gas leaks. Use a soap-and-water solution. A failure to follow this warning could result in fire, personal injury, or death.

#### D. Electrical Controls and Wiring

**NOTE:** There may be more than 1 electrical supply to unit.

The electrical ground and polarity for 115-v wiring must be maintained properly. Refer to Fig. 10 and 11 for field wiring information and to Fig. 12 for unit wiring information. If the polarity is NOT correct, the furnace control will display code 02 on the status LED and prevent heat operation. The control system also requires an earth ground for proper operation of the microprocessor.

With power disconnected to unit, check all electrical connections for tightness. Tighten all screws on electrical connections. If any smoky or burned connections are noticed, disassemble the connection, clean all parts and stripped wire, and reassemble properly and

securely. Electrical controls are difficult to check without proper instrumentation; therefore, reconnect electrical power to unit and observe unit through 1 complete operating cycle.

The 24-v circuit contains an automotive-type, 3-amp fuse located on the main control. Any 24-v electrical shorts during installation, service, or maintenance could cause this fuse to blow. If fuse replacement is required, use **ONLY** a 3-amp fuse. The control will display code 24 when fuse needs replacement.

The control in this furnace is equipped with an LED status light to aid in installation, servicing, and troubleshooting. It can be viewed through the sight glass or window on blower access door. The control indicates status with the LED on continuously, rapid flashing, or a code composed of 2 digits. (The first digit is the number of short flashes, the second is the number of long flashes.) Refer to service label on blower compartment door for code explanations and useful troubleshooting suggestions. (See Fig. 13.)

It is important to note that power to furnace must not be interrupted and furnace blower door must not be removed until the LED status code(es) is recorded. When power to control is interrupted, status memory is erased.

The control will store up to 5 previous codes but will not store non-current code longer than 48 hr. To retrieve previous codes, if present, no thermostat inputs to control must be present and all

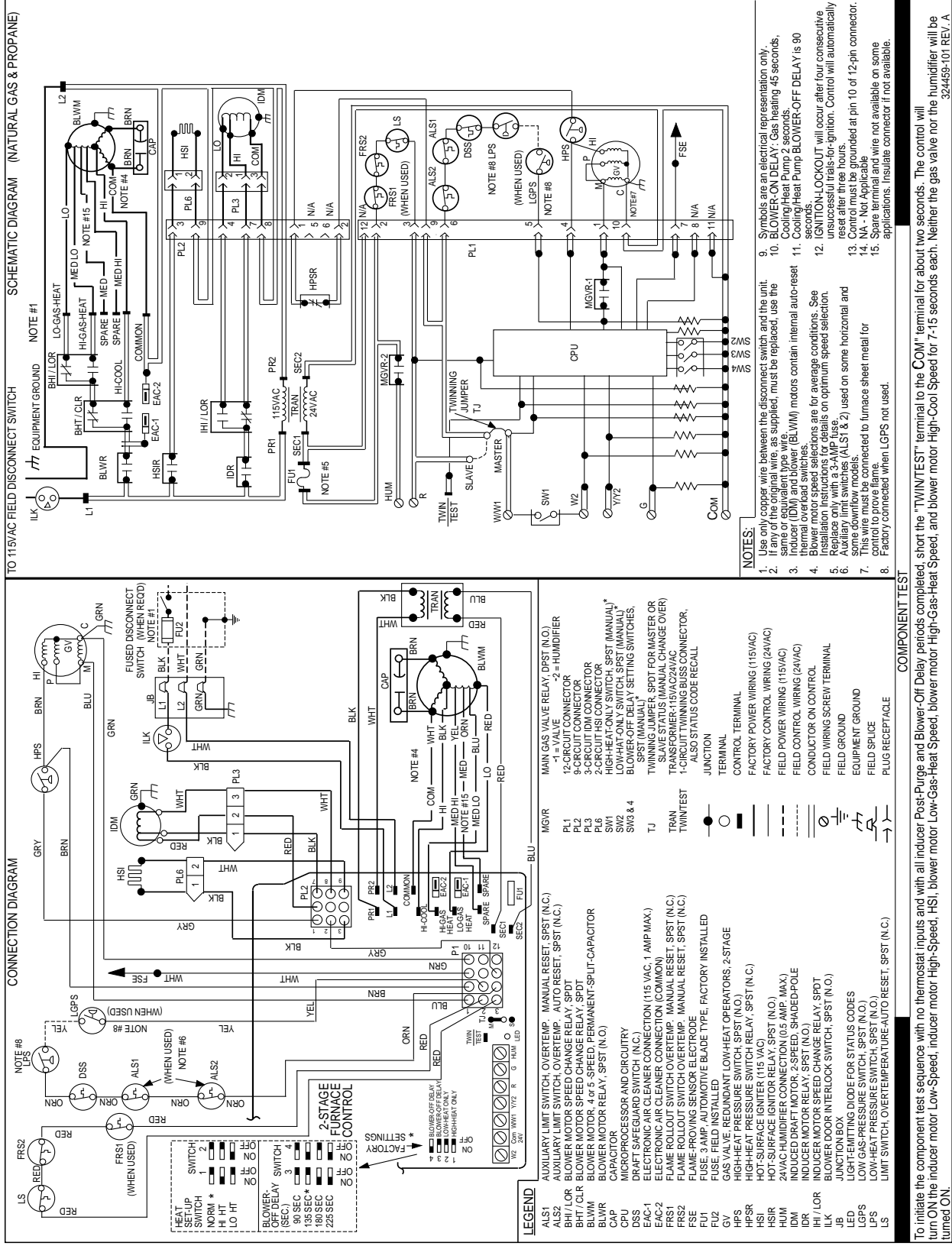
time delays must expire. Remove 1 of the red main limit wires 1 to 4 sec until the LED light goes out, then reconnect it. (See Fig. 6 and 7.) (Do not leave red wire disconnected for longer periods of time as control will assume an overtemperature condition exists and will respond with indoor blower operation.) This places control in status recall mode and displays first code stored in memory. Record code and repeat the disconnect and reconnect of red wire, recording each code until code 11 is displayed indicating no additional faults. After last code is displayed or after 2 minutes in the code recall mode, the control will return to normal standby mode.

Use any recorded fault codes, service label, and troubleshooting diagram on following pages to diagnose and correct any problem condition.

## **E. Troubleshooting**

Refer to service label. (See Fig. 13.) Page 10 contains a troubleshooting guide. This guide can be a useful tool in isolating furnace operation problems. Beginning with the word "Start," answer each question and follow the appropriate arrow to the next item.

The guide will help to identify the problem or failed component. After replacing any component, verify correct operation sequence.



→ Fig. 12—Unit Wiring Diagram

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<div style="background-color: orange; text-align: center; padding: 5px;"> <b>WARNING</b> </div> <div style="background-color: black; color: white; text-align: center; padding: 5px;">           Service should be performed only by qualified persons.         </div>	
SERVICE	
If status code recall is needed, do not remove power or blower door.	
LED CODE	STATUS
<b>CONTINUOUS OFF</b>	Check for 115V at L1 and L2, and 24V at SEC1 and SEC2.
<b>CONTINUOUS ON</b>	Control has 24V power.
<b>RAPID FLASHING</b>	Line voltage polarity reversed. If twinned, 24V power to one furnace may be out of phase with power to other furnace.
EACH OF THE FOLLOWING STATUS CODES IS A TWO-DIGIT NUMBER WITH THE FIRST DIGIT DETERMINED BY THE NUMBER OF SHORT FLASHES AND THE SECOND DIGIT BY THE NUMBER OF LONG FLASHES.	
<b>11 NO PREVIOUS CODE</b> - Stored status codes are erased when power (115V or 24V) to control is interrupted or 48 hours after each fault is cleared.	
<b>12 BLOWER ON AFTER POWER UP</b> - Blower runs for 90 seconds, if unit is powered up during a call for heat (R-W/W1 closed). Note: 2-sec. ON-delay.	
<b>13 LIMIT OR FLAME ROLL-OUT (FRS) SWITCH LOCKOUT</b> - Auto-reset after three hours. FRS switch requires manual-reset. Check for: - Refer to #33	
<b>14 IGNITION LOCKOUT</b> - Control will auto-reset after three hours. Refer to #34.	
<b>21 GAS HEATING LOCKOUT</b> - Control will NOT auto-reset. Check for: - Mis-wired gas valve                      - Defective control (valve relay)	
<b>22 ABNORMAL FLAME-PROVING SIGNAL</b> - Flame is proved while gas valve is de-energized. Inducer will run until fault is cleared. Check for: - Leaky gas valve                              - Stuck-open gas valve	
<b>23 LOW- OR HIGH-HEAT PRESSURE SWITCH DID NOT OPEN</b> Check for: - Obstructed pressure tubing - Defective pressure switch (stuck closed)	
<b>24 SECONDARY VOLTAGE FUSE IS OPEN</b> Check for: - Short-circuit in secondary voltage (24V) wiring	
<b>31 HIGH-HEAT PRESSURE SWITCH OR RELAY DID NOT CLOSE OR REOPENED</b> Check for: -Control relay may be defective    - Refer to #32	
<b>32 LOW-HEAT PRESSURE, DRAFT SAFEGUARD, OR AUX-LIMIT (DOWNFLOW ONLY*) SWITCH DID NOT CLOSE OR REOPENED</b> Check for: - Proper vent sizing (and condensate pitch with side-wall vent) - Low inducer voltage (115v)                      * Blower motor and capacitor - Defective inducer motor                      - Defective pressure switch - Excessive wind                                      - Restricted vent - Inadequate combustion air supply - Disconnected or obstructed pressure tubing	
<b>33 LIMIT OR FLAME ROLL-OUT (FRS) SWITCH IS OPEN</b> - FRS switch requires manual-reset. Check for: - Inadequate combustion air supply (FRS switch only) - Dirty filter or restricted duct system                      - Loose blower wheel - Defective switch or connections - Blower motor or capacitor failure	
<b>34 IGNITION-PROVING FAULT</b> - Control will retry three times before lockout #14. Check for: - Oxide buildup on flame-proving sensor (clean with fine sandpaper). - Proper flame-proving microamps (0.5 minimum) - Proper control ground continuity - Flame-proving sensor must be ungrounded - Smooth flame carryover and ignition                      - Manual valve(s) OFF	
<b>43 LOW-HEAT PRESSURE, DRAFT SAFEGUARD, OR AUXILIARY LIMIT SWITCH OPEN WHILE HIGH-HEAT PRESSURE SWITCH IS CLOSED</b> Check for: - Disconnected or obstructed pressure tubing - Defective pressure switch (stuck open) - Refer to #32 and #33	
<b>45 REPLACE CONTROL</b>	

320893-101 REV. A

Fig. 13—Service Label

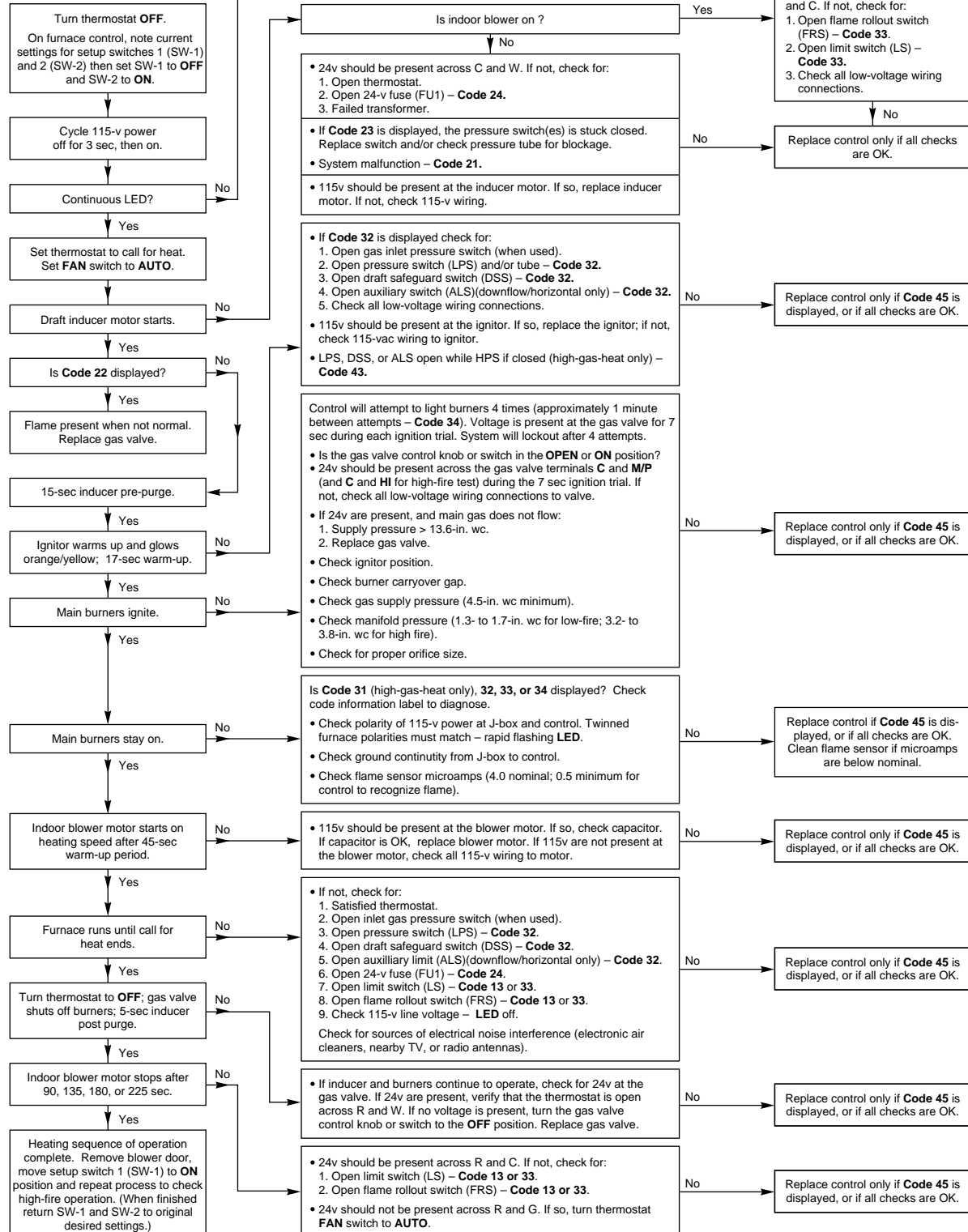
**NOTES:**

1. Refer to information label on blower compartment door for procedure for use of LED status codes and problem solving suggestions.
2. LED indicator is viewed through window on blower compartment door.
3. If 115-vac power is energized or interrupted during a call for heat, the indoor blower will run for 90 sec before a gas heating cycle begins – **Code 12**.
4. After replacing any component, verify correct operating sequence.

# TROUBLESHOOTING GUIDE

**WARNING****ELECTRICAL SHOCK HAZARD**

ONLY QUALIFIED AND TRAINED  
SERVICE PERSONNEL SHOULD  
PERFORM THIS PROCEDURE

**START**



# SERVICE TRAINING

**Packaged Service Training** programs are an excellent way to increase your knowledge of the equipment discussed in this manual, including:

- Unit Familiarization
- Maintenance
- Installation Overview
- Operating Sequence

A large selection of product, theory, and skills programs is available, using popular video-based formats and materials. All include video and/or slides, plus companion book.

**Classroom Service Training** plus "hands-on" the products in our labs can mean increased confidence that really pays dividends in faster troubleshooting, fewer callbacks. Course descriptions and schedules are in our catalog.

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