

# Building Control Systems



January 21, 2015

[customer.honeywell.com](http://customer.honeywell.com)

**TO:** Authorized System Distributors  
Authorized Controls Integrators  
Building Control Specialists  
Building Control Associates  
Honeywell Sales Representatives

**FROM:** Ryan Zheng, Product Marketing Manager

**SUBJECT:** Incorrect Calibration on PVB6436AS Air Pressure Sensor

**BULLETIN:** 15-0001

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## **PVB6436AS with Date Code 1420**

It was reported and verified that some PVB6436AS Spyder BACnet programmable controllers with date code 1420 have an incorrectly calibrated air pressure sensor, resulting in the flow reading not functioning. The issue cannot be resolved by field re-calibration or firmware refresh.

Honeywell has taken action to quarantine the existing stock and rework malfunctioning Spyder controllers. Contractors who purchased PVB6436AS with 1420 date code please work with your distributor to return the product. Distributors can then file a Return Material Authorization (RMA) claim for refund or exchange. Please contact your regional sales representatives for further assistance.

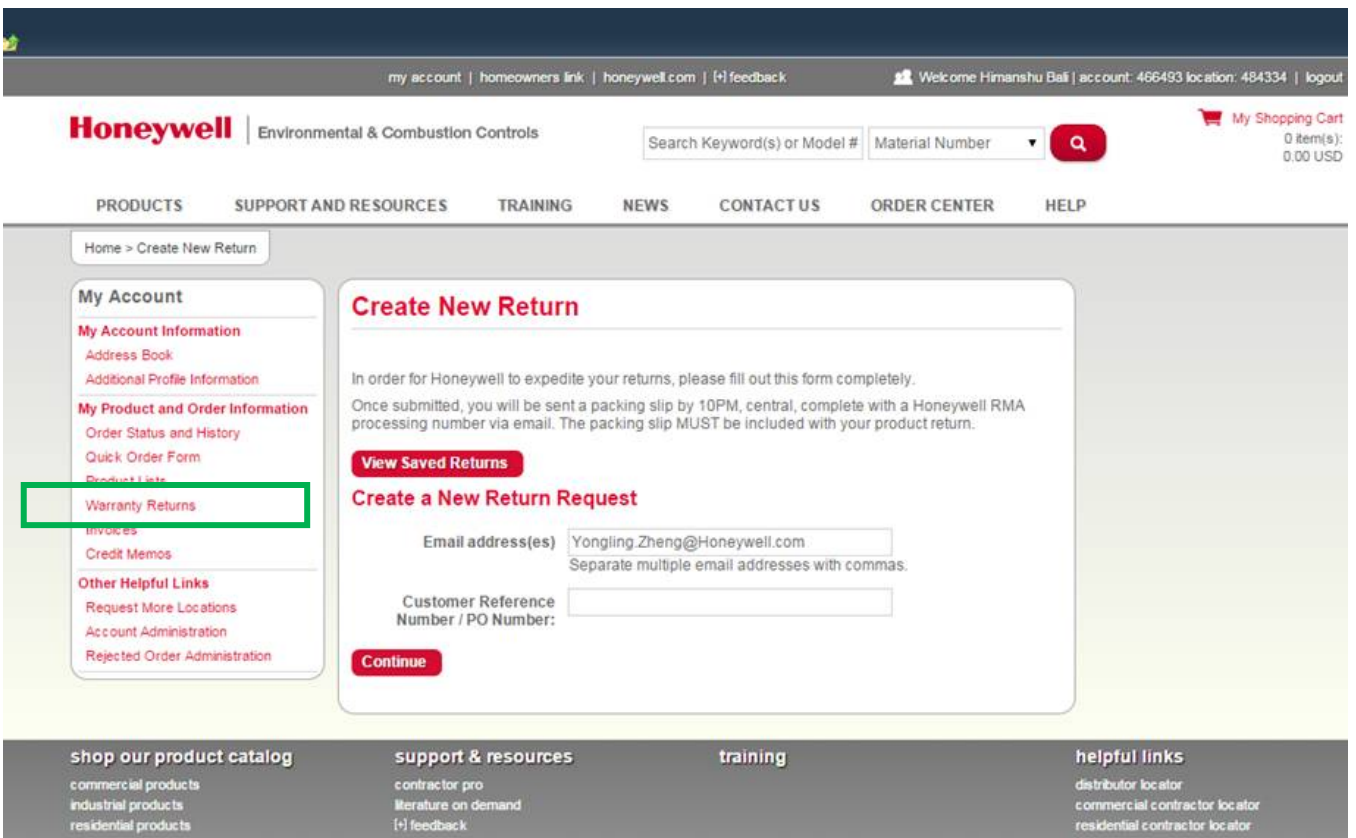
## **More Information**

- **Order Products**  
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Contact your local Honeywell sales representative

New products: [buildingcontrols.honeywell.com](http://buildingcontrols.honeywell.com)

## Warranty Return on [www.customer.honeywell.com](http://www.customer.honeywell.com) (for registered users)

- 1.) Log in the B2B website ([customer.honeywell.com](http://customer.honeywell.com))
- 2.) Click on MY ACCOUNT at the top of the website
- 3.) On the account navigation page click the link for warranty returns
- 4.) Complete the return by following the website prompts



The screenshot shows the Honeywell B2B website interface. At the top, there is a navigation bar with the Honeywell logo, the text "Environmental & Combustion Controls", a search bar, and a shopping cart icon. Below this is a secondary navigation bar with links for PRODUCTS, SUPPORT AND RESOURCES, TRAINING, NEWS, CONTACT US, ORDER CENTER, and HELP. The main content area is divided into two columns. The left column contains a "My Account" sidebar with several sections: "My Account Information" (Address Book, Additional Profile Information), "My Product and Order Information" (Order Status and History, Quick Order Form, Product Lists, Warranty Returns), "Invoices", "Credit Memos", and "Other Helpful Links" (Request More Locations, Account Administration, Rejected Order Administration). A green arrow points to the "Warranty Returns" link in the "My Product and Order Information" section. The right column is titled "Create New Return" and contains instructions, a "View Saved Returns" button, and a "Create a New Return Request" form with fields for "Email address(es)" (containing "Yongling.Zheng@Honeywell.com") and "Customer Reference Number / PO Number:", along with a "Continue" button. The footer contains four sections: "shop our product catalog" (commercial, industrial, residential products), "support & resources" (contractor pro, literature on demand, feedback), "training", and "helpful links" (distributor locator, commercial contractor locator, residential contractor locator).