TECHNICAL SERVICE BULLETIN

TSB C-GN-OT-0077 REV1

Date: October 12, 2026

To: All Service and Parts Managers

From: Technical Services Department

Subject: **REVISION: Troubleshooting EAF Error Code**

This REVISION 1 expands the message about the EAF error code and provides numerous reminders for technicians to address this error code.

NOTE: Before replacing the furnace control board, read this Technical Service Bulletin!

This is an important Technical Service Bulletin to be carried out by trained and qualified service technicians. The intent of this bulletin is to inform our customers about troubleshooting the EAF error code. R-32 compliant furnaces are equipped with a control board that can shut off the gas heat and turn on the blower fan in the event of an R-32 refrigerant leak in the indoor evaporator coil. The R-32 function on the control board is ON by factory default and the R-32 related error codes are enabled.

If the furnace is not paired with an R-32 outdoor unit, the R-32 function **must** be disabled (turned off). **Before replacing the furnace control board**, confirm the R-32 function is properly chosen ("yes" to enable R-32 leak detection or "no" to disable this function for furnaces paired with an R-410A outdoor unit or furnace only). To disable the R-32 function enter the A2L Function Enabled menu and select "no".

1. Enter the A2L Function Enabled menu by pressing the left or right button until the LED displays "A2E".
2. Press the center button and the LED will display the selected option ("yes" or "no").
3. Press the left or right button to select "no" and press the center button to confirm the option.
4. Press the center button again to lock in the selection and exit "A2E".







NOTE: The R-32 function should not be disabled for furnaces paired with an R-32 outdoor unit.

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To provide additional messaging about the EAF error code, several reminders have been created. Initially a 2-page flyer was created in May 2025 and distributed to our distributor locations. Next a copy of this service bulletin was printed and added to every furnace produced in September and part of October 2025. Since October 14, 2025, an EAF tag (Figure 1 below) has been hung from the furnace wiring harness in the blower section of the furnace.

In October 2025 two YouTube videos were released to show how to disable the RDS when the system does not have an R-32 outdoor unit (Video 1: https://youtu.be/eumXVGt_cWw and Video 2: https://youtube.com/shorts/V309QCrXMkI?si=gAM9VwHxppJN26UA). Next the Daikin branches began showing a message on their TV screens about the EAF code with a 2D link to one of the EAF videos (Figure 2 below). In October 2026, a 2D link to the EAF video was added to the WARNING/CAUTION labels on our furnaces (in the bottom right corner of each label).

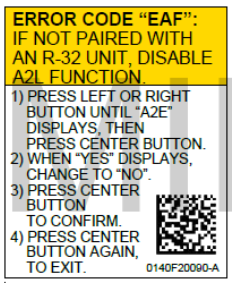


Figure 1

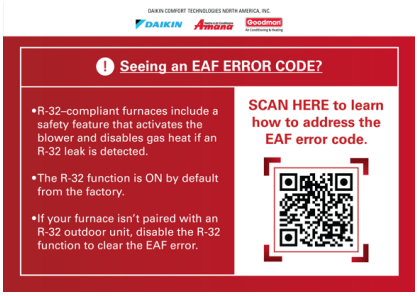


Figure 2



80% Warning Label



90+ Warning Label

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

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