

Bulletin: 22-22

TO: All Greenheck Representatives
FROM: Taylor Dane
Product Manager, Tempered Air Products
DATE: April 25, 2022
SUBJECT: BACnet® MSTP Communication Card Shortage



The global chip shortage is impacting the supply of BACnet MSTP communication cards for microprocessor and monitoring interface controllers used in make-up air models DGX, IGX, MSX, TSU, and VSU. We are currently developing and testing a new controls platform for these make-up air models that we plan to release in the August CAPS® release that will address BACnet MSTP availability. In the interim it is unlikely we will be able to ship BACnet MSTP communication cards with the units on new orders placed in CAPS for these models. Available options for projects that require BACnet MSTP communication are as follows:

1. Work with the controls contractor to convert the units to BACnet IP. BACnet IP communication cards are still available.
2. Work with the controls contractor to convert the units to Modbus RTU. Modbus RTU uses the same wiring as BACnet MSTP; therefore, it can be a good alternative if the building management system has the ability to communicate over Modbus.
3. Operate the units stand-alone until the BACnet MSTP cards become available. Any unit ordered with BACnet MSTP during this shortage will be built and shipped without the BACnet MSTP communication cards. The units can operate stand-alone and the BACnet MSTP cards can be installed at a later date.

At this time, we are unsure how long this shortage will last but it may be several months before these BACnet MSTP cards are available.

Please note that DOAS and Energy Recovery models RV, RVE, ERV, ERVe, and ECV utilize a different control platform and are **NOT** impacted by this shortage.

Rest assured Greenheck is doing everything we can to mitigate the impact of the current supply chain disruptions. We appreciate your assistance and understanding as we navigate through these challenging times. If you have any questions, please reach out to the Tempered Air Products customer support team at 1-800-240-0870 or TAP@greenheck.com