**Armstrong** Hot Water, Inc. – **Technical Service Bulletin**
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# AHWG TSB#7–Cable Loom Replacement

**Product:** DRV40 & DRV80 Gen. 2
**Technical Assessment Reference:** N/A

**Topic/Problem Replacement & Resolution:** Cable Loom (i.e. Thermistors) Replacement

The following will explain the necessary parts and procedure to fully replace existing Cable Loom Assemblies (DRV40–p/n D45787; DRV80–p/n D51822) used within DRV40 and DRV80 Gen. 2 products. The need for replacement of this can be multiple; however the majority would be as a result of either an "Error Thermistor" or "Error Motor".

Below is a list of parts that are included in the replacement kits:

- Cable Loom – (DRV40–p/n D45787; DRV80–p/n D51822)

**Figure 1: Cable Loom Assembly**

**Tools Required:**

- T Handle Hex Head Wrenches; Sizes 2.5mm, 3mm, and 4mm
- Socket ½" w/ Ratchet

**Replacement Process/Steps:**

1. Power down the DRV40 or DRV80 Gen. 2 by pulling the power cord from the outlet its connected to, or turning off the switch if hard wired
2. Remove the two screws on the right side of the plastic electric housing with the #4mm T handle hex head wrench ***(see Figure 2 below)***
3. Disconnect the two connectors and remove the clip on the top hinge pin and rotate the plastic electric enclosure away from the DRV valve body and slide up to remove ***(see Figure 3 below)***
    a. Note – this may be hard wired in, but still needs to be rotated away for accessibility

**Figure 2: Plastic Electric Housing Access**

**Figure 3: Plastic Electric Housing Rotated**

4. Ensure that the water supply is turned off for the cold water inlet, hot water inlet, mixed water outlet and recirculation return line feeding the valve

5. On the front lower portion of the valve is a magnetic rotor spindle which is held in place with a #2.5mm hex head screw (this is magnetized as a safety feature and must be replaced) ***(see Figure 4 below)***
6. Remove the 4 screws holding the bottom plastic cover to the valve body using the #3mm T handle hex head wrench; the plastic cover will slide down and away ***(see Figure 5 below)***

**Figure 4: Magnetic Rotor Spindle**

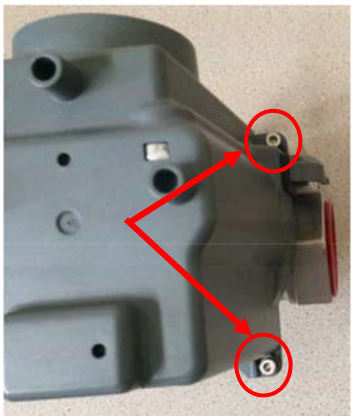

**Figure 5: Bottom Plastic Cover (only 2 shown)**

7. With the cover removed and facing toward the valve, on the left side of the valve body is the drain plug; remove this with a ½" socket tool & drain water ***(see Figure 6 below)***
    a. Note – slowly remove this as the water pressure & temperature inside the valve may be high
8. Still facing the valve you should now see the present cable loom assembly; remove the 3 screws holding in in place with a philips head screwdriver and also disconnect the plug attached to the motor ***(see Figure 6 below)***
9. Reverse all of above steps to reassemble with new cable loom assembly
10. With valve power back on, go in to original programming software and re-calibrate ***(see Figure 7 below)***

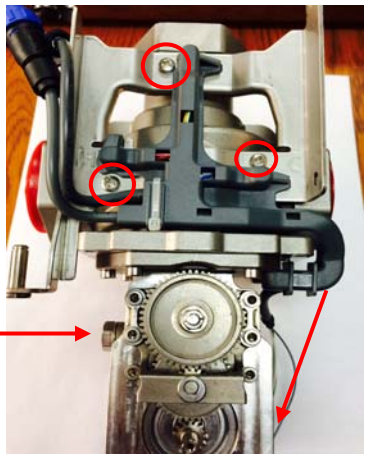

**Figure 6: Drain Plug & Cable Loom Screws**

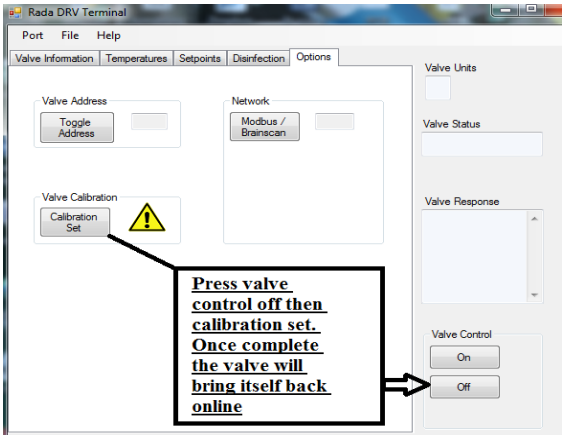


**Figure 7: Valve Program Calibration**

**Quick Links:**

- DRV40 IOM DRV80 IOM