

March 20, 2026

Letter: R-014-26
Date: March 20, 2026
To: All Branch Managers, Branch Sales, Service and Parts Managers, Distributor Principals, Distributor Sales, Service, Parts and Territory Managers, Regional Sales Managers, Vice Presidents
Subject: **HH8 Heat Pump Product Generation Change**
Summary: This letter provides notification of a new product introduction.

Dear valued customer,

As part of our continuous commitment to delivering reliable, compliant, and contractor-friendly solutions, we are announcing an upcoming generation change to our side discharge **HH8** product line.

To proactively align with upcoming industry regulations affecting variable speed products, we are evolving the HH8 series. The new **Generation 2 (Gen 2) HH8** will transition to an optimized, high-performing **2-stage** architecture.

We firmly believe this transition represents the best path forward for our partners in the field. By moving to a 2-stage platform, we are delivering a product that simplifies installation while maintaining the versatility you expect from the HH8 line.

Key features of the Gen 2 HH8 include:

- **Simplified Installation and Service:** The two-stage design streamlines installation and routine maintenance, saving you time on the job site.
- **Maximum Control Flexibility:** Gen 2 continues to operate with 24V communication, ensuring continued compatibility with a wide variety of third-party thermostats, allowing you to use the controls you and your customers prefer.
- **Inverter-driven compressor:** Although Gen 2 operates as a two-stage system, it still uses an inverter-driven compressor that avoids hard starts and ramps quietly between stages.
- **Application Versatility:** We have maintained our coil-only ratings to preserve installation flexibility for diverse replacement scenarios. Gen 2 HH8 will continue to pair with our portfolio of AHUs, furnaces, and third-party specialty blowers.

Product Crosswalk: Gen 1 → Gen 2

- HH824E2S1**1** → HH824E2S1**2**
- HH836E2S1**1** → HH836E2S1**2**
- HH860E2S1**1** → HH860E2S1**2**

Note: There are no hardware changes when moving from Gen1 to Gen2. The generation change only impacts firmware, wiring, and how the compressor stages to the load. Refer to the installation instructions for additional details.

Transition Timeline and Inventory Planning:

EVENT	DATE*
Gen 2 Sales Ready (Orders can be placed)	May 2026
Manuals and Data Sheet on Navigator	May 2026
Ratings available in the AHRI Directory	May 2026
Marketing collateral available on Navigator	May 2026
Tech Guides available on Navigator	May 2026
Product in Selection Navigator	May 2026
Product Availability/Shipments	June 2026

*Dates are subject to change.

We want to ensure a smooth transition for your inventory and upcoming projects.

- **Gen 1 Last Time Buy:** We will be offering a final purchasing window for the current Gen 1 variable speed HH8 units. Please work closely with your Regional Account Manager to forecast your needs and secure your final Gen 1 orders.
- **Gen 2 Availability:** The new 2-stage Gen 2 HH8 models will begin shipping to customers in **June 2026**.

We are excited about the streamlined, reliable performance the Gen 2 HH8 will bring to your product offerings. Thank you for your continued partnership and for making our products your brand of choice.

If you have any immediate questions regarding the last-time buy window or the new Gen 2 specifications, please reach out to your Regional Account Manager.

Thanks,

Piero Caballero

Piero Caballero

Sr. Product Manager (HC/PRM-JCI-AME)

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