



***Unitary Products
Technical Services
Service Letter***

Letter: **YS-001-2018**

Date: January 23, 2018

To: All Unitary Products Branch Service, Sales, and Training Managers
All Unitary Products Distribution Service, Sales, and Training Managers

Subject: Update on 14 SEER – 4 & 5 ton Compressor Suction Tube Issue

Product: YHE48/TH4B48/RHPL14L48 and YHE60/TH4B60/RHPL14L60 Heat Pumps

Summary: This letter is in follow up to ST-011-2017 and the recent R letters (R-185 through R-191).

In follow up to ST-011-2017 and R letters (R-185 through R-191) the solution to this issue is now complete, and production of these models restarted the week of December 18, 2017. The solution involved design changes to (4) tubes within the outdoor unit. We have attached CAD drawings of both the old and new tube designs to help you identify the changes. Keep in mind that you can also identify the new design by the production date code of W1N7xxxxxx (December 2017) and more specifically by the generation change (-21S to -22S).

Wichita Inventory

All Wichita inventory of 4 and 5 ton models referenced above have been on quality hold since the release of ST letter. We stopped production at that time, but there is some limited quantity of the -21S generation 4 & 5 ton models in inventory for sale which we believe has minimal risk for use. If you want to purchase any of these remaining -21S generation units, please contact your account rep. These units were not reworked and still contain the original suction tube geometry.

Distributor Inventory

Most customers that experienced this issue put their inventory on hold when we released the YS-SP letter back in August 2017. If you still have any of the -21S generation units in your inventory, you can release them for sale, or we will offer to return them to Wichita. If you want to return your stock of these units, please contact your account representative and request an RA through this service letter.

Field Installed Units

Units already installed in the field prior to this design change that experience a suction tube breakage issue will be allowed to be replaced with one of the new generation units. This YS letter will provide 4 hours labor plus a like-sized unit to be claimed.

Effective Date: This service letter is effective as of January 22, 2018

Expiration Date: This service letter will expire on January 22, 2021.

Warranty Claims: Final Warranty claims referring to this service letter must be submitted no later than 90 days after the expiration date noted above.

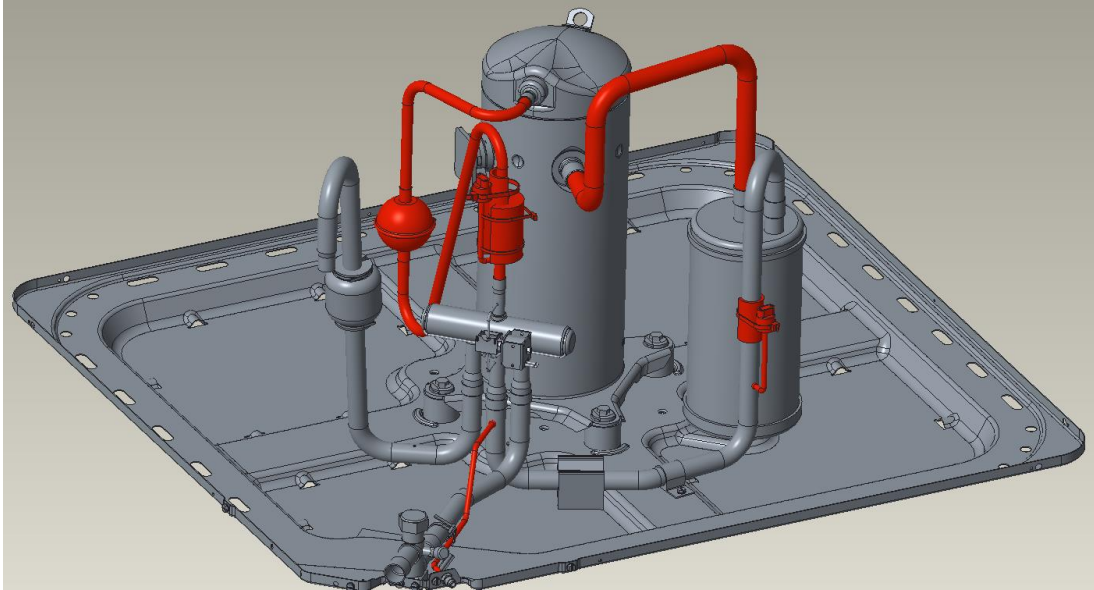
Bryan K. Rocky

Bryan K. Rocky
Director, Technical Services and Customer Satisfaction
Johnson Controls Unitary Products

Mark Freund

Mark Freund
Sr. Manager, Residential Field Service
Johnson Controls Unitary Products

New Tubing Arrangement (shown in red)



New suction and discharge tubes, new location of pressure switches and field process line.

Old Tubing Arrangement (shown in blue)

