



***Ducted Systems  
Technical Services  
Service Letter***

Letter: **YS-002-2019**

Date: Jan 14, 2019  
**Amended 3/01/19**

To: Ducted Systems (Factory Direct) S1 HVAC Branch Service, Sales, Warranty Managers  
Ducted Systems (UPG/Applied) Distribution Service, Sales, Warranty Managers

Subject: **Factory Installed Expansion Valve Equalizing Tube**

**THIS LETTER IS AMENDING VERBIAGE, ADDITIONAL LABOR,  
REFRIGERANT RECOVERY, REFRIGERANT QUANTITY, AND FILTER  
DRIER REPLACEMENT**

Product: YHE, TH4, QH4, RHP14L, YHG, CH6B, TH6B, RHP16L, YHM, CH16, TH16, THE

Effective: **January 14, 2019**

Expires: **March 1, 2022**

Summary: **This service letter provides information regarding the expansion valve equalizing tube. It pertains to the heat pump products listed above.**

We have received a few cases this heating season reporting the expansion valve equalizing tube having been brazed closed. Affecting the unit performance in the heating mode only.

We have found in these instances the equalizing tube had receded from the suction line during the brazing process, enough that the brazing material would flow into the end of the tube. Equalizing tube failure will result in high superheat, low or negative suction pressure and high liquid line pressures. This equalizing tube failure will be realized in the first heat pump cycle and should be discovered during commissioning.

The field repair is recover the refrigerant, remove the equalizing tube from the suction line, cut the tube far enough back to remove the brazing material in the end of the tube. Deburr the tube end, reinstall the tube ½" deep. Trickle nitrogen through the line set and braze the tube into the suction line, remove and replace the filter drier. Leak check, evacuate and recharge the system according to the installation instructions.

This will be a "fix on fail". Have the unit registered and file a factory warranty claim for 4 hours labor, the filter drier and the unit's factory charge of R410A. Be sure to reference this service letter number when filing your claim.

*Kevin A. Reese*

Kevin A. Reese  
Associate Product Tech Support Engineer  
Residential Distributor Support  
Johnson Controls Ducted Systems

