



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

Letter: **YS-003-2019**

Date: April 8, 2019

To: All Ducted Systems Branch Service, Sales, and Training Managers  
All Ducted Systems Distribution Service, Sales, and Training Managers

**Subject: Flood Damaged HVAC Equipment**

Product: Residential and Commercial

Summary: Recommendations for Proper Handling of Flood Damaged HVAC Equipment

The annual flooding experienced in various parts of the U.S. each spring once again brings attention to the safety hazards involved with flood damaged HVAC equipment. This notice provides recommendations for both residential and commercial equipment, as any type of equipment can be impacted by these flooding conditions.

Submerged HVAC equipment is damaged beyond what is typically considered cost effective to repair. Fully submerged equipment requires replacement of all open exposed electrical controls and motors, while coils of all types need to be inspected and cleaned. Likewise; gas piping, controls, and burner systems require a combination of component part replacement and cleaning to assure proper, safe operation. Flood waters can also damage line sets, vent system components, and thermostat wiring which all need to be checked or replaced.

Water damaged or submerged air handling duct systems are subjected to the potential biological hazards such as mold, mildew, and other issues caused by contaminated floodwaters. Note that the physical integrity of buildings should also be checked for units installed on rooftops for either residential or commercial structures.

All things considered, complete equipment change-out coupled with a thorough duct system replacement or cleaning is likely the best action required to restore safe, reliable HVAC system operation.

We strongly recommend that all flood damaged HVAC systems remain offline until properly inspected and dispositioned by a skilled HVAC professional. It should also be noted that part replacement due to flood damage is not covered by the Standard Limited Product Warranty.

Our distribution partners are requested to alert their local dealers and contractors on this information. If any questions should arise, please contact Ducted Systems Technical Services for additional information.

A handwritten signature in black ink that reads "Bryan K. Rocky".

Bryan K. Rocky  
Director, Residential Technical Services  
Johnson Controls Ducted Systems  
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