

Johnson Controls Unitary Products 5005 York Drive Norman, OK 73069 1/877-874-7378

DATE:	April 10, 2012	YS-004-12
TO:	York Branch Service Managers York Distribution Service Managers All Regional Managers	

SUBJECT: MicroChannel Coil –E-Coat Option

We are happy to announce the E-Coat option being offered on MicroChannel coils. Details of the program are found in M-077-2012 marketing letter, which was recently released by our Product Management team. The purpose of this letter is to provide the claim processing and maintenance procedure and requirements.

Warranty Summary

MicroChannel units come from the factory with a standard 5 year (parts only) warranty. Registration of the unit purchase within 90 days of installation provides an additional 5 years parts only coverage for a total of 10 years (parts only) warranty.

In addition to standard warranties, the new E-Coat units also qualify for 5 year coil or unit replacement plus 4 hours labor coverage to protect against refrigerant leaks due to corrosion <u>if the unit is registered</u> <u>online within 90 days of unit installation</u>. The special 5 year warranty does not cover damage due to mechanical, freight, or physical damage. All other components of the unit are covered under the standard warranty period.

Encourage your dealers to review both the standard warranty and the additional coverage that applies with online registration.

Claim Processing

As mentioned, the 5 year parts and labor coverage will provide the option of replacing the coil or the unit. If the coil is replaced under this program, file a warranty claim through the normal process and reference this YS letter. If the dealer or homeowner chooses to replace the unit, contact Technical Services at 877-874-7378 to obtain an SI number. The SI number must be referenced on the claim, along with the YS service letter number. A four hour labor allowance will be provided for replacing either the coil or the unit. In all cases, failed coils and units are to be repackaged in the replacement component packaging and returned to the distributor for factory inspection. Distributors are to contact Technical Services to arrange for return or field inspection of the failed components. Unitary Products reserves the right to reject claims not related to refrigerant leaks due to coil corrosion.

E-Coat Maintenance Procedure

Surface loaded fibers or dirt should be removed prior to water rinse to prevent further restriction of airflow. Surface loaded fibers or dirt should be removed with a vacuum cleaner. If a vacuum cleaner is not available, a **soft <u>non-metallic</u>** bristle brush may be used. In either case, the tool should be applied in the direction of the fins. Coil surfaces can be easily damaged (fin edges bent over) if the tool is applied across the fins.

NOTE: Use of a water stream, such as a garden hose, against a surface loaded coil from the wrong direction (outside –in) will drive the fibers and dirt into the coil. This will make cleaning efforts more difficult. Surface loaded fibers must be completely removed prior to using "inside of the coil to outside of the coil" low velocity clean water rinse.

A **monthly** clean water rinse with clean, potable water is recommended and **quarterly** cleaning is essential for coils that are applied in coastal or industrial environments to help to remove chlorides, dirt and debris. It is very important when rinsing, to keep water temperature less than 130° F and pressure less than 100 psi (typical of a garden hose) to avoid damaging the fin edges. Elevated water temperature (but not to exceed 130° F) will reduce surface tension, increasing the ability to remove chlorides and dirt. High velocity water from a pressure washer or compressed air must be avoided. The force of the water or air jet may bend the fin edges and increase airside pressure drop. Reduced unit performance or nuisance unit shutdowns may occur.

In order to protect against corrosion and to maximize the life of the coil, we recommend the quarterly cleaning and inspection as a minimum. Note that harsh chemicals, household bleaches or acid cleaners should not be used on E-Coat coils.

Please feel free to contact any of the undersigned if you have any questions.

Sincerely,

Mark Freund Manager, Residential Field Services Johnson Control Unitary Products Jeff Nichols Director Outdoor Product Engineering Johnson Controls Unitary Products Lee Sims Manager, Warranty Administration Johnson Controls Unitary Products