



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

Letter: **YS-012-2017**

Date: August 30, 2017

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

Subject: Flood Damaged HVAC Equipment

Product: Residential and Commercial

Summary: Recommendations for proper handling of flood damaged equipment.

The recent flooding created by the storms in Texas and Louisiana once again brings attention to the safety hazards involved with flood damaged HVAC equipment.

Submerged HVAC equipment typically is damaged beyond what is considered cost effective to repair. Fully submerged equipment requires replacement of all open exposed electrical controls and motors. Likewise; gas piping, controls and burner systems require a combination of component part replacement and cleaning to assure proper, safe operation. In addition, submerged air handling or duct systems are subjected to the potential biological hazards caused by contaminated floodwater.

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

Unitary Products Technical Services strongly recommends 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.

Unitary Products distributors are requested to alert their local dealers and contractors of this information as applicable.

If any questions should arise, please contact Unitary Products Technical Services for additional information or guidance.

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

Bryan K. Rocky
Director, Technical Services and Customer Satisfaction
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