

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

DATE:	October 4, 2011	<b>YS-022-11</b>
TO:	All York Branch Service Managers All York Regional Service Managers All Branch Managers All Distributor Managers	
UNITS:	D*EZ024-60, D*NZ024-60, D*NQ024-60, NM024-60	
ISSUE:	MicroChannel Coils Spiking Head Pressure on Start	

There have been several reports of packaged units built with MicroChannel coils exhibiting spiking head pressure. The typical reported scenario is that after an extended off period, pressure builds on startup until the high side pressure exceeds the setting of the high pressure switch, shutting the unit down. The issue has been experienced mostly on 4 and 5 ton models.

On the 13 SEER products, there is a lock out relay to keep the unit off (after one high pressure switch trip) until the circuit is reset. The 14 SEER products include a the CFM timer board which monitors the high pressure switch and allows two attempts before locking unit out. In the reported scenario, after the initial spike and subsequent circuit reset, the unit typically runs and operates properly.

The reason for the spike on start up is still being researched. Engineering is researching the problem to determine the root cause(s).

Field setup details must be evaluated to determine if they are contributing to the issue:

- Verify indoor airflow
- Airflow through the condenser coil must be unrestricted, coil must be clean
- Check the condenser fan motor, amperage and speed
- Verify TXV operation
- If the refrigerant side of the system has been previously accessed or if the charge value is suspect, recover the system refrigerant charge into a clean cylinder. Compare the refrigerant weight to data tag amount. If the refrigerant quantity is correct, put it back into system. If excess refrigerant is present, put only the quantity listed on the data tag back into the system. If the charge is greater than the quantity listed on the data tag back into the system. If the overcharge amount and how it was determined. Forward the Product Report to Technical Services (see listing on report for email address).

After going through these tests and observations and the unit continues to spike head and lock out, install a high pressure switch bypass kit referenced below.

With the help of some field locations, we have put together a kit to bypass the high pressure switch for 30 seconds to allow the unit to start and stabilize before the high pressure switch is put back into circuit.

KITS:	S1-37331172000	13 Seer Products
	S1-37331173000	14 Seer Products

Allowances:

Refrigerant Removal / Recharge: A 2.5 hour warranty labor credit will be provided to remove and compare the charge to the data plate.

Kit Installation Credit (if required): A warranty labor credit of ½ hour plus \$10.00 materials and the kit will be allowed for each unit on which the kit is installed.

To receive credit, file a standard warranty claim and reference this letter, YS-022-11.

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