

TECHNICAL SERVICE

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YS-039-07

Date: July 13, 2007

To: All York Distributors All York Factory Branches All Sales and Marketing Managers All Field Service Supervisors

Subject: Top Panel Screw Penetration Leaks in TCGD& GCGD Unit, Micro-channel Outdoor Coils

We have recently received a small number of Product Reports identifying transit related, top panel screw penetration in TCGD & GCGD unit micro-channel coils.

To address this issue in production, effective with July 2007, production (W0G7 serial number prefix), rubber spacer plugs have been added between the top of the coil grille and the outdoor coil to prevent coil screw penetration during unit transit. Please refer to the attachment identified "Production coil spacer Post July 2007" for an illustration showing the location of the factory installed rubber spacer plugs.

To address this issue for distribution center inventory we are recommending a distribution center TCGY & GCGD unit inventory inspection, along with the addition of an alternative spacer. The vendor of the rubber spacer plugs is presently unable to meet our demand volume for both production and field inventory repair. As a result, Wichita engineering has developed an alternative coil spacer consisting of nylon push mount, through hole, zip ties (wire tys, ty-wraps, etc). The zip ties are Source 1 p/n S1-32516159000 which are provided in bags of 500 zip ties.

The recommended distribution center inspection/repair procedure for units (pre W0G7 serial number prefix) is as follows:

- 1. Remove the cartoning from the unit.
- 2. Inspect the inside of the cartoning for signs of refrigerant/oil loss.
- 3. If signs of refrigerant loss are visible near the unit top panel reseal the carton & return the unit via RMA request through the equipment order administrator.
- 4. Open cap on liquid line service valve, and insert an allen-wrench into the fitting.

Quickly break open and re-close the stop valve creating a very small deminimus refrigerant release to determine if the system contains refrigerant charge. If the unit contains no refrigerant charge, follow step #3 above.

- 5. Remove the top panel of the unit and install the zip ties through the top of the coil as shown in the attached instruction identified "Coil Spacer Rev.1". Note: the arrow portion of the push mount of the zip tie is intended to act as a spacer separating the unit top panel and the coil preventing screw penetration into the coil.
- 6. Replace the unit top panel with the mounting screws.
- 7. Re-carton the unit.

A labor allowance of ½ hr. per unit will be provided per this letter at distribution center cost, to inspect and repair affected distribution center inventory .Please advise your hourly labor cost for these repairs. To receive credit please submit to UPG Warranty a spread sheet referencing this Service Letter number, unit model numbers and serial numbers, of the inventory units inspected and repaired.

We thank you for using the Product Reporting System to bring this matter to our attention, and apologize for any inconvenience that this may cause to you or your customer. Any additional questions regarding this issue may be directed to the UPG Technical Service Department staff.

Sincerely, *Robert M. Napp*

Robert M. Napp

Jeff Tucker

Jeff Tucker Director, Unitary Products Development Johnson Controls

Unitary Products Johnson Controls

Sr. Manager, Field Service

2 Attch:

Coil Zip-Tie Spacer Installation Procedure

1.) Inspect the aluminum coil surface at those locations behind the screw attachment points. Refer to Figure 1 for these locations. If the coil is not damaged, continue with Step 2.



FIGURE1: SCREW LOCATIONS

- 2.) Remove all screws that attach the metal top to the wire coil guard, control box, and control box cover.
- 3.) Locate area of microchannel coil directly behind screw holes in wire coil guard.
- 4.) Insert zip-tie through the fins 2 to 3 rows down from the top of the coil with the head of the zip-tie toward the outside of the coil (arrow head should point away from the unit). Refer to Figure 2. Arrow head should also press against the inside of the top panel flange when assembled to act as a spacer.



Figure 2: Insert Zip-Tie with Arrow Pointing Away from Unit

- 5.) Pull opposite end of zip-tie (should be on the inside of the coil) over the top of the aluminum coil and back around to the outside of the coil.
- 6.) While holding the head of the zip-tie against the aluminum coil, insert the other end of the zip-tie through the zip-tie head and pull until completely tight.
- 7.) Using wire cutters, cut the excess zip-tie material off. See Figure 3.



Figure 3: Cut Excess Zip-Tie Material

8.) Repeat procedure for the remaining 3 screw locations. See Figures 4 and 5.



Figure 4: Aerial View of Zip-Tie Locations



Figure 5: Zip-Tie Locations

9.) Re-attach top to the wire coil guard, control box, and control box cover. If done correctly, the head of the zip-tie should be beneath the flange on the top panel & should sufficiently hold the screw away from the aluminum coil, preventing any contact or damage.

