



Date: October 08, 2008

YS-039-08

To: All York Distributors
All York Branches
All Field Service Supervisors

Subject: Cracked Condensate Drain Pans YP9C, YM9M, TG9S & GG9S

We have received a few reports of condensate drain pans cracking on the new 33" condensing furnaces.

Extensive investigation has found the problem to be linked to a lubricant used during the expansion process of the secondary heat exchanger tubes. When a high amount of this lubricant is present in the weld seam of the condensate pan, a stress crack can occur in a short period of time. The lubricant involved was new to the 33" furnace and used in the manufacturing process from initial production through 9/20/08.

On 9/21/08, the lubricant was changed back to the original lubricant (used on the 40" furnace), which is completely compatible with the condensate pan material.

Upon initial furnace start up, the warm, mildly acidic condensate dilutes any water-based lubricant and removes any residue from the inside of the condensate pan. Once the oil residue has been flushed out, a crack will not initiate or propagate in the condensate pan. If the furnace has been in heating operation and the pan has not developed a crack, no action is required.

Cracked drain pans will begin to leak noticeably within 1 minute after water begins flowing out of the condensate drain hose. If a leak is identified, then the condensate pan should be replaced per the instructions included with the Source 1 kit. If there is no evidence of a leak, allow the unit to run for at least 10 minutes after the trap is full to flush out any residual oil, thereby preventing a crack from developing.

It is recommended that installing dealers have a supply of each of the six sizes of drain pans on their truck to insure a rapid condensate pan change, if needed. The standard DOA warranty labor rate applies.

Bulk pack kits of each pan size are available for order from Source1

Source1 Part Number	Description	Consists of 5 of each of the following in a carton.
S1-CONPAN040	040 Condensate Pan Bulk Pack (5)	344064/S1-02815543000
S1-CONPAN060	060 Condensate Pan Bulk Pack (5)	341450/S1-02815537000
S1-CONPAN080	080 Condensate Pan Bulk Pack (5)	344067/S1-02815544000
S1-CONPAN100	100 Condensate Pan Bulk Pack (5)	344069/S1-02815545000
S1-CONPAN120	120 Condensate Pan Bulk Pack (5)	344070/S1-02815546000
S1-CONPAN130	130 Condensate Pan Bulk Pack (5)	344071/S1-02815852000

In the event of a service call after installation and start up, this YS letter will provide a new drain pan and a 1.5 hour credit at the dealer's registered DOA labor rate for replacement of a cracked drain pan.

For units in distributor inventory, this YS letter will allow for inspection of units for condensate pan cracks and replacement of pans as required. The drain pan and a fair and reasonable allowance for the replacement will be provided. Contact Mark Freund at 405-419-6609 for prior authorization to submit the billing for reworking your inventory.

We apologize in advance for any inconvenience that this situation may have caused you or your dealers.

Mark Freund

Robert Cabrera

Mark Freund
Manager, Residential Field Service

Robert Cabrera
Director, Indoor Products Engineering