



## SERVICE INFORMATION

### Johnson Controls

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

Date: November 05, 2007

**YS-070-07**

To: All York Distributors  
All York Branches

Subject: Flattened Evaporator Coil Fins On SJ & JP Packaged Product.

We have recently received Product Reports identifying flattened evaporator coil fins, which were visible on the air entering side of subject unit coils as the product was received at distribution centers. Flattened coil fin areas reported extended over the full coil height, from the coil top to the coil bottom, in varying widths. To date, we have received no product reports of these flattened evaporator fins causing unit performance, or reliability issues.

An investigation into the root cause of the flattened evaporator fins revealed that an evaporator coil, tube expander clamping fixture damaged the fins on a very limited number of coils. All fin damage was contained to the inlet side of the unit evaporator coils. A corrective action change was implemented to permanently eliminate the problem with product manufactured beginning September, 2007 (A0J7 serial number prefix).

Laboratory testing has been performed on units with varying levels of flattened evaporator coil fin area. On 2 through 4 ton systems, units tested with up to a 6" width of fin area damage had no impact on unit performance, efficiency or reliability. On 5 ton systems, units tested with up to a 2" width of fin area damage with no impact on unit performance, efficiency, or reliability. Fin damage beyond these listed amounts, experienced the possibility of slight evaporator condensate blow-off at extreme humidity return air conditions.

To address this issue, we are asking that new product, distribution center inventory be inspected prior to sale. Evaporator fin damage can be easily observed by looking through the end discharge, return duct connection of the unit. On 2 through 4 units with no evaporator coil fin damage, up to a 6 in. wide area of fin damage to the inlet side of the evaporator coil should be sold and installed. 5 ton units with no evaporator coil fin damage, up to a 2" wide area of fin damage should also be sold & installed. Inspected units observed with greater than this listed amount of evaporator coil fin damage should be returned to the Wichita production facility for coil replacement. For damaged coil unit return, please contact your Equipment Order Administrator for an RMO, and transit scheduling. Units with undamaged evaporator coils or coils within the above listed acceptable parameters should not be returned. Installed units experiencing any performance or reliability issues will be addressed on an individual basis, by contacting a UPG Service Rep. @ 1/877-874-7378.

We apologize for any inconvenience that this situation may have caused to you or your contractor.

Sincerely,

Robert M. Napp  
Sr. Mgr. Field Service  
Building Efficiency, Johnson Controls

Pat Gavula  
Mgr. Commercial Design Engineering  
Building Efficiency, Johnson Controls