



Ducted Systems Technical Services Service Tips Letter

Letter: **ST-002-2020**

Date: February 4, 2020

To: Ducted Systems Factory Direct S1 HVAC Branch Service, Sales Training managers,
Ducted Systems Distribution Service, Sales and Training managers
Ducted Systems Regional Sales, Technical Services, Warranty, Product Management, etc.

Subject: **Field modifications to our Equipment and Data Label with CSA Certification.**

Product: **JCI, York, Luxaire, Coleman, FJ, Champion, Tempmaster Equipment built in the Norman, OK Facility.**

Summary: This letter provides information regarding field modifications to our Commercial equipment that would require a change in nomenclature and/or requested replacement of the Data label.

Technical Services has received calls regarding field modifications to our Commercial equipment that would require a change in nomenclature and/or replacement of the Data label.

The Canadian Standards Association (CSA) is a provider of product testing and certification services for electrical, mechanical, plumbing, gas and a variety of other products recognized in the U.S. and Canada. CSA marks indicate that a product, process or service has been tested to a Canadian, U.S. or international standard and that equipment or product meets the requirements of an applicable CSA standard or another recognized document used as a basis for certification. Certification of our Commercial products under this process only covers factory supplied field options as included and referenced under the CSA certification submittal.

Johnson Controls DX Ducted Systems policy on field modification

Any field modifications that deviate from the standard equipment nomenclature are not supported by our Technical Service, Product Management or the Engineering departments. Examples include high static motors economizers, exhaust fans, electric heaters or wiring changes that are not a factory supplied option etc. In order to maintain the warranty and the CSA certification, those types of modifications to the equipment would have to be applied at the factory.

Note: If Commercial equipment is modified in the field without approval from JCI as the equipment manufacturer, the equipment loses the CSA Certification (certification is not valid because it was not tested as modified).

What is the procedure to have a Data label replaced if damaged or missing data?

If a Data label which includes the CSA mark needs to be replaced for any reason, there is a process to do that without impacting the certification process. Under the CSA contract, Johnson Controls can only send the replacement label to a CSA agent of which will hand deliver the label to the requested site. The factory will take responsibility for a confirmed factory defect of the label or need for a label changeout and the charges incurred by CSA. The charges from CSA can vary depending on site location and requirements.

In order to replace a Data label, follow the instructions below.

1. Contact Technical Service at 1 -877-874-7378 using the Applications que.
2. Provide Model and serial number.
3. Reason for Data label to be replaced.
4. Pictures of existing label.
5. Location of equipment.
6. Contact name, email and phone number of the person requesting the replacement.
7. Contact of Responsible party for CSA charges.

Please direct any questions you may have regarding this letter to the Technical Service at 1-877-874-7378 (option 1 and then option 3 for Application support).

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