

Ducted Systems Technical Services: YS Letter

Letter: YS-001-22

Date: January 11, 2022 Effective: January 11, 2022 Expires: January 11, 2024

To: S1 HVAC Branch and Distributor Principal, Sales Manager, Service Manager, Parts Manager, Warranty Manager, Training Manager, Delegated Administrator.
Ducted Systems Technical Services, DS Parts/S1, ES Americas, ADTI Channel, Account Representatives, Marketing, Sales, Warranty teams

Subject: **Factory Installed Expansion Valve Equalizing Tube (YS-002-2019 Updated)**

Products: YHE, TH4, QH4, RHP14L, YHG, CH6B, TH6B, REP14L, RHP16L, YHM, CH16, TH16, THE, YZT, YEE, TE4B, HC19B, HL19B

Summary: This service letter provides information regarding the expansion valve equalizing tube. It pertains to the heat pump products listed above.

Dear valued customer:

We have received multiple cases this heating season reporting the expansion valve equalizing tube having been brazed closed. Affecting the unit performance in the heating mode only.

We have found in these instances the equalizing tube had receded from the suction line during the brazing process, enough that the brazing material would flow into the end of the tube. Equalizing tube failure will result in high superheat, low or negative suction pressure, and high liquid line pressures. This equalizing tube failure will be realized in the first heat pump cycle and should be discovered during commissioning.

The field repair is recovering the refrigerant, remove the equalizing tube from the suction line, cut the tube far enough back to remove the brazing material in the end of the tube. Deburr the tube end, reinstall the tube ½" deep. Trickle nitrogen through the line set and braze the tube into the suction line, remove and replace the filter drier. Leak check, evacuate, and recharge the system according to the installation instructions.

This will be a "fix on fail". Have the unit registered and file a factory warranty claim for 4 hours labor, filter drier, and the unit's factory charge of R410A. Be sure to reference this service letter number when filing your claim.

Kevin A. Reese

Kevin A. Reese
Associate Product Tech Support Engineer
Residential Distributor Support
Johnson Controls Ducted Systems
kevin.alan.reese@jci.com

