

## Ducted Systems Technical Services: YS Letter

Letter: YS-001-23

Date: February 22, 2023      Effective: January 1, 2022      Expires: January 1, 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: **Powder Coat Paint Peeling on Norman Manufactured Products**

Product/s: Rooftop and Split Systems Manufactured at the Norman Facility 2022 to 2023 (N2A2 to N2C3)

Summary: This letter is to provide temporary relief for paint related failures on equipment while a manufacturing review occurs.

Dear valued customer:

Johnson Controls Ducted Systems has received a limited number of calls regarding a paint-related failure on packaged equipment products primarily their rooftop panels. This event seems to be isolated and even though all units are not exhibiting this failure, we are proceeding with a full-scale review of all product lines. We are currently accepting data from our distribution partners to fully understand this occurrence. If this does occur to your product, please contact Product Technical Support at 877-874-7378 or [cq-upgtechsupport@jci.com](mailto:cq-upgtechsupport@jci.com) with the Subject "Paint Peeling".

These details should include but are not limited to photos and serial numbers. These will assist us as we work to resolve the issue. To best support customers, we will be authorizing warranty coverage under this letter as outlined in the "Warranty Process" below. Being this is still under investigation this letter will be authorized for any serial numbers starting with N or S for packaged and split system equipment. This letter is intended for use as a fix on fail resolution only.

Johnson Controls apologizes for any inconvenience this may have caused you or your customer.

Regards,

Ian Boger  
Product Technical Support ENG II  
Commercial Technical Services  
5005 York Drive Norman OK 73069

### Warranty Process:

Johnson Controls authorizes the following coverage.

#### Labor:

3 hours of labor at your registered warranty rate per affected system (**Photos of each affected equipment data tag and component paint failure are required**)

#### Parts:

As parts will vary by nomenclature, they will require to have a valid S1 number in the claim and be listed as a panel or rooftop component under the equipment's parts breakdown in Solutions Navigator.

For any components not listed or that require verification, the Warranty Department will flag the claim for Technical Services Review.

#### Warranty Vouchers:

Only Members of the Norman Product Technical Services will be authorized to approve or create any Warranty Vouchers for these failures. Warranty Claims will be limited to N2A2 to N2C3 and S2A2 to S2C3 Serial Ranges at this time.

For sites with 5 or more affected products or equipment to be repaired while still at a distribution partner prior to the unit's destination. Please contact Technical Services for a Warranty Concession Request under a Warranty Voucher.

#### Claim Approval Requirements:

All claims filed will require the photos listed above and all equipment to be fully registered for claim approval. Environmental or shipping-related paint damage is not covered by this letter or under standard warranty agreements.

#### Paint Failure Examples:

