

Ducted Systems Technical Services: YS Letter

Letter: YS-002-23

Date: May 2, 2023 Effective: January 1, 2023 Expires: January 1, 2025

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: **Commercial Condenser and Evaporator Coil Sensor Failures**

Product/s: Rooftop Package Units from 3 to 27.5 Ton & 7.5 to 50 Ton Split Systems Heat Pumps

Summary: This letter is to extend coverage of its predecessor YS-004-22 to the remainder of this calendar year 2023. Its intent is to allot extended warranty coverage for affected customers regarding failed condenser and evaporator sensors.

Dear valued customer:

Johnson Controls Commercial Technical Services has decided to extend coverage for systems having multiple premature failures for the condenser (CC) and evaporator (EC) sensors since the product change in 2016. The Smart Equipment Controller utilizes a ceramic bulb-based 10K **Negative Temperature Coefficient (NTC)** sensor to determine coil temperature in our cooling and heat pump systems for refrigerant circuit monitoring and defrost operations.

After the completion of an extensive testing process, we have determined the sensor in some cases would allow water migration into the ceramic bulb and resulted in inaccurate readings or premature failures. To remedy this Johnson Controls is changed suppliers for all affected temperature-based sensors in the Norman factory. This letter will cover the serial number range of N1A6 to N2N2. The plant began implementation of the new sensors in July of 2022 on all products.

This letter will authorize out-of-warranty units to allow 1hr of labor and the replacement of the failed sensor(s) (per unit) to complete the repair in the event of a failure. In the event a system's parts and or labor warranty is still active, please file using the current warranty procedures. This repair is to be a "fix on fail" only and all labor rates will be at the registered DOA warranty rate.

Questions, concerns, or additional warranty consideration requests please contact:
1-877-874-7378 or **cg-upgtechsupport@jci.com**

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:

1 hour of labor at your registered warranty rate per affected system

Parts:

As parts will vary by nomenclature, they will require to have a valid S1 number in the claim and be listed 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 to perform a validation review.

Warranty Voucher Requests:

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 N1A6 to N2A3 and S1A6 to S2A3 Serial Ranges at this time.