

## Ducted Systems Technical Services: Service Tips Letter

Letter: ST-005-23

Date: February 22, 2023

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: **3<sup>rd</sup> Party Commercial Accessories and Norman Equipment Modifications**

Product/s: Norman Manufactured Equipment 3 to 150 tons Split and Packaged Units

Summary: This letter is to inform customers of Johnson Controls position on untested 3<sup>rd</sup> party devices installed after shipment from the manufacturing facility and the costs that may be incurred.

Dear valued customer:

Over the years many applications have required dealers, distribution partners, and 3rd party modification entities to be willing and ready to receive and modify equipment to best meet a site's needs. Even though this is a commonly practiced occurrence, it is not something supported by the manufacturer in most cases. Due to these occurrences, Johnson Controls has seen an increase in some component failures and requests for additional warranty concessions outside of the standard warranty rates and coverage allotted in the current warranty manual on Solution Navigator.

Johnson Controls would like to remind customers that they may modify equipment as they see fit for a site once purchased, but no level of support can be provided by the factory when this is planned or already performed. Commercial Technical Support will always continue to support our equipment but will be limited to the design intent of that unit's nomenclature and its factory-approved accessories. Any operation, programming, or deviation from the unit's engineered intent cannot be supported in any form by Johnson Controls and customers will be advised to consult with their modification partner or approving Engineer for the change. Customers can always contact the light commercial pre-sales team for selection assistance.

Any costs that occur from these non-factory approved changes or equipment matchups will not be covered by the Warranty Department or covered with a Warranty Voucher from Technical Services as they are untested and may even void equipment certifications on an international, regional, or local level. Each request will continue to be reviewed on a case-by-case basis and a decision made after a review of the site, modification, equipment engineering intent, and equipment nomenclature.

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