

Ducted Systems Technical Services: Service Tips Letter

Letter: ST-016-22

Date: October 25, 2022

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

Subject: **Split System Manual Upcoming Revision**

Product/s: Split System Manuals: 505428-YTG-LL-0822 / 5330389-YIM-E-0822 / 5376458-BIM-E-0822 / 505430-BTG-II-0822 / 5376461-TIM-F-0822 / 5123379-TTG-U-0822 / 5376084-JIM-E-0822 / 505429-JTG-LL-0822

Summary: This letter is to identify a publication error that is under current revision. The intent of this document is to identify and act as a temporary guidance until the revision can be completed.

Johnson Controls Commercial Technical Services identified a miscommunication that has been published in both manuals. The manuals provided a wiring diagram change and notes referring to Air Handlers when in use with a 3rd party or non-matched condenser product. Johnson Controls would like to remind customers that our split systems are not advised or approved to be used with 3rd party equipment. This is to include but not limited to any condenser, accessory, or component that is not identified as a complete system in Selection Navigator or listed as an approved field accessory.

We are aware of many field practices that are within a customer's right to perform after they purchase a product. There are a number of caveats to this one of which is, Johnson Controls cannot assist or advise in any component or equipment selection that is not part of a matched system under the equipment's engineering and tested design. It is strongly advised when using Johnson Controls Air Handlers that they are only used with a Norman-built and matched Condenser (vice versa does apply). Customers may continue to use products they purchase as they see fit for their application but cannot be guaranteed to have support from Johnson Controls and will be subject to warranty review.

We apologize for any inconvenience this may have caused. If you have questions, please call us at 1-877-874-7378 and follow the phone-cue prompts for your product or have your distributor contact us at cq-upgtechsupport@jci.com. Johnson Controls also offers a pre-sales team who can assist customers during the product selection process at 1-877-334-9209 or lightcommercialsalesupport@jci.com.

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