

## Ducted Systems Technical Services: Service Tips Letter

Letter: ST-021-22

Date: December 08, 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: **Commercial Outdoor Split System Nitrogen Factory Charge**

Product/s: Commercial Outdoor Split Systems 7.5 to 50 Tons produced as of January 1, 2023

Summary: This letter is to inform the field of a change in the factory-provided charge in outdoor split systems from 7.5 to 50 tons.

Johnson Controls Norman Manufacturing Center Of Excellence, has decided that all Commercial Outdoor Split Systems will now incorporate a factory charge of nitrogen gas in lieu of the historically used 1lb of a refrigerant charge. Updated manuals are currently in the process of being published and will be made available on Solutions Navigator soon. This change is scheduled to take effect on all equipment built after December 31, 2022. Units built on or after January 1, 2023 will only have a holding pressure of nitrogen for shipment to confirm system integrity until the equipment's installation.

Due to this change in the product, Johnson Controls will be tagging equipment with a red notification at the service valve locations to ensure field awareness at the installation process. Examples are provided on page two but may be located in different locations based upon the product ordered. This dry charge change communizes the nitrogen holding charge approach for Commercial Outdoor Split Systems with the current state of the Commercial Indoor Split Systems.

If you have questions, please call us at 877-874-7378 and follow the phone-cue prompts for your product or have your distributor contact us at [cg-upgtechsupport@jci.com](mailto:cg-upgtechsupport@jci.com).

Warm regards,

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

