

## Ducted Systems Technical Services: Service Tips Letter

Letter: STR-006-24

Date: August 20, 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.

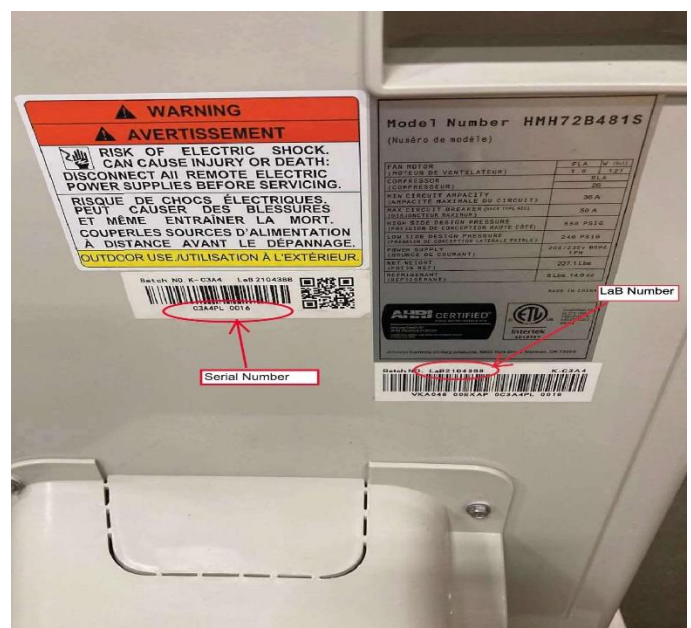
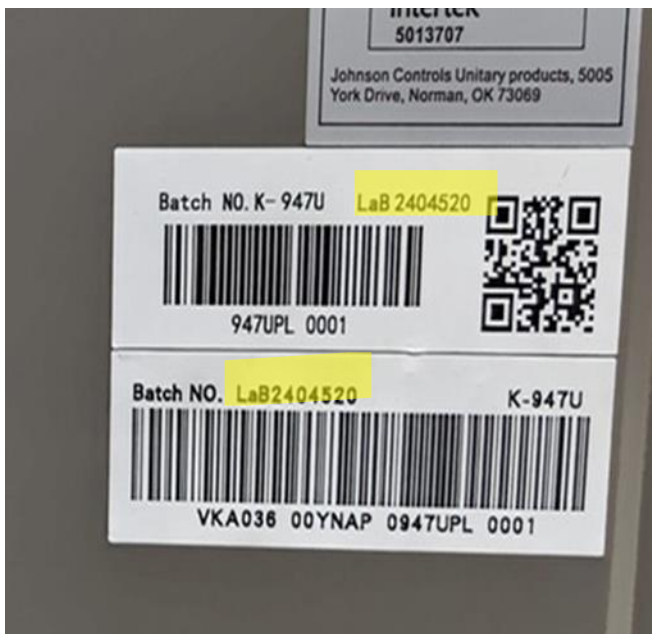
Subject: **LaB Codes, HMH Series Coil Failures**

Product: HMH72B

Summary: Johnson Controls has received customer cases that they have encountered 4-ton and 5-ton HMH72B units reported with premature coil leaks.

If encountered, customers should order a replacement coil from Source 1 and we request that they also report the failure to Technical Services. These are advised to be done via a quality case through JCI Connect, reporting the location of the leak and unit info. It is also critical that the LaB Numbers be photographed or recorded so that we can identify crucial date information. We also ask that you provide photos or videos showing the leak, so we can evaluate the failures fully. We also ask in future cases the LaB number be provided for our tracking purposes.

Below are pictures that show the location of the LaB Number and serial number.



Example pictures:



If you have any questions or concerns on this, please contact the Distributor Support Team at JCI Connect, 877-874-7378 or [BE-AMS-Be-DuctedSystemsResidentialDistributorSupport@jci.com](mailto:BE-AMS-Be-DuctedSystemsResidentialDistributorSupport@jci.com).

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