



It's time to get comfortable.

Johnson Controls Unitary Products
5005 York Drive
Norman, OK 73069
1/877-874-7378

Date: August 28, 2014 **ST-033-14**

To: All York Branch Service Managers
All York Distribution Service Managers
All Regional Managers

Subject: Service guidance - Refrigerant System TEV performance issues
Residential and Commercial Products

Units: Residential and Commercial Products – All brands

The purpose of this bulletin is to provide service guidance to address erratic thermal expansion valve performance which reportedly results in observed high superheat conditions and at times coincidental with compressor failure in residential and commercial split and package A/C & HP systems. Reports of failures of this type have been industry wide in recent weeks. Instances of this failure mode have been *very isolated* among JCI Unitary Products equipment, but when experienced, proper practices must be followed to accurately diagnose the problem and restore system performance.

These problems have been observed across both residential and commercial equipment. We are actively engaged with suppliers and other industry experts to identify and confirm root cause and corrective action.

In parallel to this effort, we found certain practices can minimize repeat instances when this problem is observed. For example, we received field reports of repair success using Sporlan Catchall HH style or equivalent oversized filter/driers coupled with replacing the TEV. At this time, this approach is considered best practice, while other approaches are being evaluated.

As this problem is *very isolated* among JCI Unitary Products equipment, we are taking the approach of requesting distributors to seek factory guidance on each instance prior to executing repairs to confirm the symptoms are consistent with erratic performance cited above, and to allow further collection of field data, component parts and system oil samples to aid in our ongoing investigation. Once authorized, special labor allowances will be provided along with detailed technical instructions for contractors conducting repairs.

When this problem is observed, distributors are requested to contact UPG Technical Services via phone or Service Cloud case. The following information is required to initiate the process:

- **Model and serial number of the equipment**
- **Date installed and date of reported failure**
- **Address of installation**
- **Dealer name and contact information**
- **Equipment diagnostic information**

As mentioned above, special instructions and labor allowances will be authorized. The instructions will reference a kit that includes the necessary materials and specific repair procedure. The SI will cover labor allowances both for the repair and for a mandatory follow up site visit (30-45 days) to ensure the system is operating normally. The concession will be documented in the Service Cloud Case including applicable SI number issue for labor authorization.

Additional information will be published as the investigation progresses and the root cause is revealed.

If you have any questions, please contact any member of the UPG Technical Services Team @ 1877-874-7378.

David L. Negrey, Director,
Technical Services and Application Engineering.