

March 20, 2018

Service Tip: VAST-18-01



Subject: Copper Tube/Aluminum Fin Leaking Coil Replacement Program

Effective Dates: April 1st through October 30th, 2018

For quite some time the entire HVAC industry has been actively investigating and seeking solutions to the issue of copper tube, aluminum fin coils developing leaks. A great many factors including application parameters and environmental conditions can contribute to the potential for coils to develop a leak.

To assist consumers affected by this, Virginia Air Distributors has a program to compensate loyal contractors for labor to replace a leaking non-coated York copper tube/aluminum fin coil **installed between 2009 and 2015**. This program only applies to non-commercial, residential applications. It should be noted this program does not alter or supersede the coil settlement program announced by York/JCI in letters sent to contractors and consumers. The intent is to provide an alternate means to assist loyal contractors who have abnormally high failures with evaporator coil failures not covered by the JCI program. This program includes:

- A replacement aluminum or coated coil, which the contractor should file using the standard product warranty procedures. If the failed coil is no longer in warranty but otherwise qualifies for this program, contractors may claim for a part-only credit. In this case no labor, refrigerant or other misc. material reimbursements will be granted as outlined in bullet 3 below.
- If the unit or system is already covered by a **YorkCare™ Extended Warranty Protection Plan** please submit the claim through that avenue. Contractors will receive up to 5 hours labor (can include 4 hours for the coil and up to 1 additional hour for brazing, charging, etc...), travel time (30 or 60 minutes depending on distance), mark-up on the replacement coil cost, and refrigerant reimbursement. Units or systems covered by a YorkCare warranty are ineligible for this program.
- If **NOT** covered by a YorkCare protection plan and still under warranty, the contractor may choose to replace the coil & receive up to \$500 in labor and materials allowance. This would include refrigerant and/or incidentals such as vacuum pump oil, brazing materials, nitrogen, etc. This allowance also takes into consideration that a leak sealing agent may have been used when the problem was first identified. See the TIP below and page two of this letter for more detail.

To take advantage of the program the contractor performing the work must be approved in advance by Virginia Air. That contractor must submit a completed warranty claim form for the leaking coil. If an out-of-warranty coil credit OR labor is requested, reference this letter number (VAST-18-01) in the "Service Inquiry" section of the standard claim form and write either "coil credit" OR "\$500 labor" in the comments field. Service replacement coils installed within the coverage period also qualify for this program. Therefore, please also include the serial number of the failed coil part itself in the comments field. The credit will be issued to the contractor's account upon validation.

TIP: If availability or busy schedules prevent an immediate coil replacement, consider recharging the system while using a leak sealing agent such as Nu-Calgon Easy Seal or RectorSeal AC Leak Freeze Pro. It can be useful to get a homeowner's system up and running quickly during peak season. Please see page 2 of this letter for more details

The Use of Leak Sealing Agents: Please note all leak sealing agents have limitations as to how effective they can be in sealing a refrigeration system. While history shows they can be very effective there are no guarantees either of the products listed will seal all systems. They must be applied as per the sealing agent's installation instructions and of course the size of the leak or leaks in a system will have a large impact on your success rate. Installation instructions for each of the agents can be found on our website in the 'products' section.



Please don't hesitate to contact me or your local Virginia Air Technical Service Manager if you have any questions regarding this program.

Regards,

Jack Bartell
Director of Service and Training