



*Unitary Products
Technical Services
Service Tips Letter*

Letter: **ST-011-2017**

Date: September 28, 2017

To: All Unitary Products Branch Service, Sales, and Training Managers
All Unitary Products Distribution Service, Sales, and Training Managers

Subject: Update on 14 SEER - YHE 4 & 5 ton Compressor Suction Tubes Breaking

Product: YHE48/TH4B48, and YHE60/TH4B60 Heat Pumps

Summary: This letter is in follow up to YS-SP004-2017 to advise an update on the compressor stub/suction lines breaking on the four and five ton, YHE/TH4B heat pumps.

We have reports of compressor stub/suction lines breaking on four and five ton models of 14 SEER, split system heat pump models listed above. Therefore, we have halted shipment and production of these models. Investigation indicates this problem is occurring at a higher incident rate than is acceptable but is not an issue with every unit. The resolution process continues with our Engineering team and supplier to understand root cause and implement corrective action.

Recently, the team was able to improve the unit vibration analysis tool to identify the potential concern. There have been several iterations of design changes that have all shown improvement in the vibration profile, but do not meet our new standards.

Based on these results, both the vendor and JCI are looking at alternate designs for the suction tubes. These designs will be fully tested to ensure that the vibration levels are well below the current design. This includes being subjected to our transit testing protocol to make sure they pass and don't introduce an additional problem. Once all testing is successfully completed, we will announce the production change and implementation date.

We are also developing a kit for units already installed which haven't experienced a broken suction stub or line yet that will prevent the issue from occurring in the future. A YS letter will be published once we complete the design of this kit.

If you have any questions on this feel free to call Factory Direct Northeast Technical Services at 1-855-251-8267 and speak with a technical support representative.

Regards,
Thomas Hoffmaster II
York Factory Direct Northeast
Area Service Manager