



***Ducted Systems
Technical Services
Service Tips Letter***

Letter: **ST-013-2018**

Date: September 12, 2018

To: Ducted Systems (Factory Direct) S1 HVAC Branch Service, Sales, Warranty Managers
Ducted Systems (UPG/Applied) Distribution Service, Sales, Warranty Managers

Subject: **Bristol Compressor Obsolescence Issue - Frequently Asked Questions**

Product: **Select Residential and/or Commercial Models**

Effective: **September 12, 2018** Expires: **September 12, 2020**

Summary: **This letter provides technical support information to our Ducted Systems Distribution Channel partners related to the Bristol Compressor announcement.**

With the recent announcement that Bristol Compressors, a supplier to Johnson Controls, is closing its manufacturing facility, there have been significant efforts to transition impacted product lines to other compressor suppliers. As our distribution channel partners, you should have already started to receive communications with product bulletins providing updates. This letter provides you with information related to technical support questions.

Please find below a number of “Frequently Asked Questions” that we have received related to the technical services and support aspect of this transition. This document is not intended to be a complete list of all questions that may come up, but does provide some of those answers you are looking for on this transition.

We apologize for any inconvenience this transition may create for you as this was an unplanned situation. Please let me know if you have any questions or comments.

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

Bristol Compressor Obsolescence – August 2018

Frequently Asked Questions (FAQ) on Technical Support Matters

1. What products are impacted and how is the change identified in the model number?

Only a select number of models are impacted by this change. Product information can be found on UPGnet. Major component changes are tracked by updating the generation number in the product model numbers, i.e. TC3B2421S changes to TC3B2422S.

2. What compressors will replace Bristol compressors?

The Engineering groups have identified Copeland scroll compressors as the primary replacement. Some applications may use other approved suppliers.

3. Are there any ratings, performance, or application impacts from the compressor change?

The Engineering groups minimized system ratings, performance, and application impacts. AHRI ratings may vary slightly depending upon the match. Check updated product Technical Guides and the AHRI Directory (www.ahridirectory.org) for specific ratings and performance.

4. Are there any changes to installation requirements based on the compressor changes?

No.

5. Will field accessories designed for Bristol compressors work with replacement compressors?

Yes. Note that hard start kits are not required for scroll compressors.

6. Are there any other communications planned related to this change?

Yes. Product Update letters are already being published. This topic will also be addressed at the 2018 National Technical Services Conference scheduled for October 1-5 in Norman, OK.

7. Are Bristol compressors still available in the field and should they be used?

Yes. Source 1 does have Bristol compressors available which can be used without concerns. Check with Source 1 on availability for specific Bristol part numbers. Most replacement compressors are existing part numbers which are readily available. Source 1 will publish a list of replacement compressors by part numbers in the future when necessary.

8. Should any Bristol compressors that experienced field failures be returned?

No. The warranty claim return process has already been discontinued. Please retain failed parts for 30 days after credit is received and either take a picture of the compressor data plate or remove the data plate from the compressor. Once the 30 days has passed, the parts can be field scrapped unless instructed otherwise.

9. Will the warranty coverage for units with Bristol compressors change?

No. Johnson Controls will continue to cover all Bristol compressors using the current warranty process. Standard warranty terms apply as noted in the warranty certificate.