



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

Letter: **YS-002-2019**

Date: Jan 14, 2019

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

Subject: **Factory Installed Expansion Valve Equalizing Tube**

Product: YHE, TH4, QH4, RHP14L, YHG, CH6B, TH6B, RHP16L, YHM, CH16, TH16, THE

Effective: **January 14, 2019**

Expires: **January 14, 2022**

Summary: This service letter provides information regarding the expansion valve equalizing tube. It pertains to the heat pump products listed above.

We have received a few cases this heating season reporting the expansion valve equalizing tube having been soldered closed. Affecting the unit performance in the heating mode only.

We have found in these instances the equalizing tube had receded from the suction line during the soldering process, enough that the solder would flow into the end of the tube. Equalizing tube failure will result in high superheat, low or negative suction pressure and high liquid line pressures. This equalizing tube failure will be realized in the first heat pump cycle and should be discovered during commissioning.

The field repair is to recover the refrigerant into an empty clean reclaim bottle, remove the equalizing tube from the suction line, cut the tube far enough back to remove the solder from the end of the tube. Deburr the tube end, reinstall the tube ½” deep. Trickle nitrogen through the line set and solder the tube into the suction line. Leak check, evacuate the system and recharge according to the installation instructions. Use the recovered refrigerant from the unit.

This will be a “fix on fail”. Have the unit registered and file a factory warranty claim for 2 hours labor and 1 pound R410A. Be sure to reference this service letter number when filing your claim.

