

Ducted Systems Technical Services: YS Letter

Letter: YS-004-22

Date: February 22, 2022 Effective: January 1, 2022 Expires: January 1, 2023

To: S1 HVAC Branch and Distributor Principal, Sales Manager, Service Manager, Parts Manager, Warranty Manager, Training Manager, Delegated Administrator.
Ducted Systems Technical Services, DS Parts/S1, ES Americas, ADTI Channel, Account Representatives, Marketing, Sales, Warranty teams

Subject: **Commercial Condenser and Evaporator Coil Sensor Failures**

Product/s: Rooftop Package Units from 3 to 27.5 Ton & 7.5 to 50 Ton Split Systems Heat Pumps

Summary: Additional Warranty Coverage for Failed EC/CC Sensors on Norman Built Equipment.

Dear valued customer:

Johnson Controls Commercial Technical Services has reviewed field observation reports regarding some systems having multiple premature failures for the condenser (CC) and evaporator (EC) sensors since the product change in 2016. The Smart Equipment Controller utilizes a ceramic bulb-based 10K **Negative Temperature Coefficient (NTC)** sensor to determine coil temperature in our cooling and heat pump systems for refrigerant circuit monitoring and defrost operations.

After the completion of an extensive testing process, we have determined the sensor in some cases would allow water migration into the ceramic bulb and resulted in inaccurate readings or premature failures. To remedy this Johnson Controls is currently replacing these sensors with a different brand's sensor to alleviate these affected concerns. This letter will cover the serial number range of N1A6 to N2N2. The plant will begin implementation of the new sensors in July 2022 on all products.

This letter will authorize out-of-warranty units to allow 1hr of labor and the replacement of the failed sensors (per unit) to complete the repair in the event of a failure. In the event a system's parts and or labor warranty is still active, please file using the current warranty procedures. This repair is to be a "fix on fail" only and all labor rates will be at the registered DOA warranty rate. This letter is being provided as a temporary relief for customers while this process continues. We appreciate your understanding and patience as we complete this process.

Questions, concerns, or additional warranty consideration requests please contact:

1-267-356-4112 or **york-techsupport-ne@jci.com**