



SERVICE NOTES

CL-273-2014

PRODUCT ALERT

September 30, 2014

Subject: Reported TEV Issues – Investigation Alert Update

Units involved: Split systems and package units that utilize a TEV

Date codes involved: Random date codes between 4013 and 3714

This bulletin supersedes distributor bulletin number CL-246-2014 and is released for General Distribution.

Details:

Rheem has identified potential root causes of the field reports where the TEV fails to maintain design superheat. Rheem has worked with Emerson Climate Technologies to revert back to compressor manufacturing processes in place prior to when the TEV sticking issue started to appear. This was implemented for all residential condensing and package units manufactured after September 10, 2014 (production date code 3814).

Installed Equipment Solution:

System additives have been aggressively tested to resolve the superheat drift issue caused by a chemical substance collecting on the TEV pin. Early tests and field reports have shown favorable results with the Nu-Calgon's AC Re~New additive (Rheem Part number 4057-55). In known superheat drift situations, Rheem suggests the use of this additive as an effective alternative to replacing the TEV. Normal operation should be achieved within 48 hours of AC Re~New installation. If not, replace the TEV. Note, Rheem testing shows no benefit in using activated charcoal type filter driers with this additive. No harmful system effects have been observed with this additive. Rheem continues to work with component manufacturers to assure long term reliability.

At this time, Rheem will continue to support the use of the Nu-Calgon's AC Re~New additive in systems with outdoor unit serial numbers in the date code range of 4013 to 3714 that exhibit superheat drift without voiding the factory warranty.

Instructions for adding AC Re-New (4057-55) to the refrigerant system are available on the Nu-Calgon website: www.nucalgon.com/products/oils/a-c-re-new. Refer to the Literature / MSDS tab for installation instructions. Rheem recommends using the four fluid ounce can (Rheem part number 4057-55). An Injector tool may be purchased through the Rheem Replacement Parts Division.

Effective October 1st, the allowance for adding AC Re~New to an installed Rheem system demonstrating super heat drift has been increased to \$150 per system.

Filing iWarranty Claim:

To receive credit for the Rheem Parts cost of AC Re~New along with the \$150.00 allowance, an iWarranty claim must be processed by the Rheem or Ruud distributor utilizing the instructions provided to them in distributor bulletin CL-246-2014.

To aid in processing these claims the distributor will need the following details:

- File a claim for part number 4057-55 (AC Re~New) with the \$150.00 allowance.
- Model and serial numbers for both the indoor and outdoor equipment.
- Reference WCN approval code 2402014

This program is effective October 1, 2014 and will terminate on August 31, 2015.

Alternative Actions:

Should replacement of a failed TEV become necessary due to superheat drift it is covered under our standard limited parts warranty, labor allowances for this may apply if claimed at the time of the repair. When claiming a TEV under warranty for superheat drift please reference WCN approval code 2112014. The outdoor unit model and serial number must be listed in the notes section of the iWarranty claim

Recommended or Required Action:

Please report unusual cases to your distributor with supporting details that can be reviewed by the assigned Rheem DTR; at a minimum these should include model and serial numbers for both indoor and outdoor units to help identify complete systems.

Thank you for your continued support of Rheem/Ruud products.