



Issue Date: February 3, 2015

Revision Date/##: _____

Expiration Date: _____

HEAT PUMP

DS-HP021501

DEFROST COIL SENSOR FAILURES

Units Involved: Split and Package Heat Pumps *excluding New Platform Products*

Date Codes Involved: Units manufactured date codes 3513 thru 0315

Details:

We have recently received reports of Heat Pump Defrost Controls displaying Defrost Coil Sensor fault codes and/or Heat Pumps that "Will Not Defrost". Analyses of returned components have identified internal moisture corrosion of the "Silver" Defrost Coil Sensor as the root cause for the reports.

A "Gold" colored Sensor from a different supplier, part number 47-102710-17, is used in all new platform Heat Pumps and 47-102710-02 "Gold" colored Sensor is used in legacy Heat Pumps produced after 0315. **Sensor Kit PD476604 available from PROSTOCK™ should be used for 47-10210-02 "Silver" Sensor replacement.**

The "Silver" Sensor is not used in any new platform Heat Pump products.

Sensor under clip "Gold" in color



Sensor under clip "Silver" in color



Installed Equipment:

Ruud will allow a \$75.00 allowance for replacement of a “Silver” defrost sensor on installed units with date codes 3513 to 0315 that demonstrate defrost issues. Allowance request and Silver sensor credit must be submitted together on one iWarranty claim.

Note:

Replacement of Defrost Control will not resolve this sensor issue. Coil sensor must be replaced.

iWarranty Claim:

To receive credit for sensor and \$75.00 allowance, an iWarranty claim must be processed by a Ruud distributor with the “Silver” Sensor returned as instructed on iWarranty claim. Allowance is only applicable to Ruud Heat Pumps with Model/Serial Numbers between date code 3513 and 0315. Allowance must be requested on the claim with replacement “Silver” sensor. All requested claim information must be provided and 292015 must be in the WCN field with Silver Sensor Failure listed in the Reason field. This program is not retroactive. Effective start date is January 29, 2015 and terminates December 31, 2015.

Recommended or Required Action:

Please make your Heat Pump contractors aware of this potential issue and the corrective action outlined in this Service Note. Contact your local Distributor Service Coordinator or assigned DTR with any questions.

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