



SERVICE NOTES

Issue Date: January 17, 2019

Heat Pumps

DS-HP011901

Internal Tubing Breakage on 4 Ton Single-Stage Heat Pumps

Units Involved: RP1448F / RP1548

Date Codes Involved: Through W3018

Details:

Internal quality and reliability investigations into field reports, have identified a potential failure of the common suction line between the compressor and reversing valves on the new platform 4 ton single-stage heat pumps. This is as a result of vibrations and the failure will be exhibited as a cracked reversing valve body.

Installed Products:

Field units will be repaired in the event of failure using the RXTB-A06 and a reversing valve. This kit will include a common suction assembly, and new low pressure switch. A claim should be submitted through the warranty system for the parts (Kit, Reversing Valve, and Filter/Drier) along with a claim for the \$300 Allowance. Enter the WCN code P48REVV in the warranty claim.

Distributor Inventory:

Any RP1448F / RP1548 with a date code before W3018 that is in distributor inventory must be quarantined by the Distributor and returned for new stock with a date code on or after W3018. Contact the Order Center to arrange for return and reorder of replacement product.

This service note expires 12/31/2019.

Kits are built to order, therefore the parts inventory may show none in stock. Orders placed for overnight shipping will be assembled and shipped. Orders placed otherwise will have a 1-2 week lead time.

If you have any questions, please contact your District Technical Representative.

Ruud Heating and Cooling
Rely on Ruud.™

RELY ON RUUD.™



[CONTACT](#) | [ABOUT](#) | [PRODUCTS](#) | [LEGAL](#) | [PRIVACY](#) | [UNSUBSCRIBE](#)

1100 Abernathy Road, Suite 1700 | Atlanta, GA 30328

© Copyright 2004-2019 Rheem Manufacturing Company. All Rights Reserved