DS-HP051701 Click to view in browser



SERVICE NOTES

Issue Date: May 10, 2017

Heat Pumps

DS-HP051701

Extension of: Internal Tubing Breakage on 5 Ton Single-Stage Heat Pumps

Units Involved: RP1460A/RP1460F and RP1560A

Date Codes Involved: Through W4216

Details:

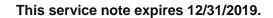
Internal quality and reliability investigations into field reports, have identified a potential failure of the common suction line between the compressor and reversing valves on the new platform 5 ton single-stage heat pumps. This is as a result of vibrations and the failure will be exhibited as a cracked reversing valve body.

Installed Products:

Field units will be repaired in the event of failure using the RXTB-A05 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 P60REVV in the warranty claim.

Distributor Inventory:

Any RP1460 or RP1560 with a date code of W4216 or before in distributor inventory must be quarantined by the Distributor and returned for new stock with a date code on or after W4316. Contact the Order Center to arrange for return and reorder of replacement product.



As always, please contact your assigned DSM or DTR with any questions or concerns.

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