



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.

This service note expires 12/31/2019.

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

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