

Product Information Notice

Models: 1.5-3.0 Ton Split And Package Units

Subject: Sticking Thermal Expansion Valves /
“Frozen Coils”



BOSCH

Summary

Bosch Thermotechnology has been notified by their supplier, Emerson Climate Technologies, that they have been made aware of a higher incidence of field issues associated with 1.5 – 3.0 ton compressors produced between Nov 2013 and Aug 2014 (serial date codes from 13KXXXXXX to 14HXXXXXX).

The reported issues include higher than normal superheat and lower than normal suction pressures, which generally appear within 60-90 days of start-up.

These issues are being caused by clogged thermal expansion valves (TXV's). A black sticky substance found in the failed TXVs is identified as coagulated ester-based lubricant (POE oil). Emerson has discontinued the use of a rust preventative that was interacting with other system chemicals resulting in the sticky substance.

This is a fix on fail action only.

This is not a safety issue.

Affected Models

| Model Series | Model Size | | | | | |
|--------------|------------|----|----|----|----|----|
| | 18 | 24 | 25 | 30 | 35 | 36 |
| AP | | | • | | | |
| BP | | • | | • | | • |
| CE | | | • | | • | |
| EP | • | • | | • | | • |
| ES | • | • | • | • | • | • |
| LM | | • | | | | • |
| SM | | • | | | | • |
| TW | | | • | | • | |
| WT | | | • | | • | |
| WW | | • | | | | |

Table 1 Affected Models

Field Action

Bosch Thermotechnology recommends using NU-Calgon brand AC Re-New as an additive to resolve this issue. The AC Re-New will circulate within the system and dissolve the residue causing the issues. The TXV does not require replacement.

Instructions for adding AC Re-New can be found on the NU-Calgon website [<http://www.nucalgon.com/products/oils/a-c-re-new#product-directions>]

HVAC best practice system testing must be done to ensure the failure is not related to another system issue.

Bosch will cover up to \$150 standard labor to apply the additive in affected units. The Bosch labor claim process should be followed for these cases.

Serial Number Date Code

The serial number stamped or printed on the nameplate consists of nine characters.

Example:

- ▶ Compressor serial number: 12A*****
- ▶ Electronic module serial number: **12A****

For compressors, the first two characters of the serial number when moving from left to right indicate the year of manufacture and the next, or third, character designates the month of manufacture. For electronic modules, the third and fourth characters of the serial number when moving from left to right indicate the year of manufacture and the next, or fifth, character designates the month of manufacture. The table below shows the corresponding letter for the months of the year. For the example above, the manufacture date would be January 2012.

| Letter | Month | Letter | Month |
|--------|----------|--------|-----------|
| A | January | G | July |
| B | February | H | August |
| C | March | I | September |
| D | April | J | October |
| E | May | K | November |
| F | June | L | December |

Table 1 Serial number date codes



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