



*Ducted Systems
Technical Services
Service Tips Letter*

Letter: **ST-015-2019**

Date: November 11, 2019

To: All Ducted Systems Branch Service, Sales, and Training Managers
All Ducted Systems Distribution Service, Sales, and Training Managers

Subject: **Odor Complaints Involving the Manufactured Housing Coil Drain Pan**

Product: Residential Manufactured Housing Indoor Coils and Replacement Drain Pans.

Summary: This letter addresses a few complaints involving an odor related to drain pans used in manufactured housing coil series MSHH, MHQH, MHSR & MHQR and service part S1-MR71AA0006.

In recent months, a few field complaints have been communicated to the residential technical support team regarding an unpleasant odor connected to MSHH, MHQH, MHSR & MHQR coil drain pans. The complaints involve both finished goods coils and the related service part upon installation. These coils and drain pans are found in the family of MH coils branded Coleman, Evcon and Guardian. No other coil products are affected. The description of the complaints vary, but the most common was communicated as a ‘chemical odor’.

A comprehensive study was conducted by which included material and chemical analysis to verify no harmful components were present in the product. The evidence does indicate that same **odor is not a safety hazard** due to either the chemicals present, the concentration of those chemicals, or the impact of the toxicity of those chemicals. However, the odor may be considered to be an irritant to some people depending upon individual circumstances, while others may not be impacted or smell the odor at all.

Additionally, a field test was conducted to find a common household cleaning product that will cover the odor involved in the complaint. The best results of the study came from washing the drain pan with Dawn dishwashing soap or spraying the pan with Febreze products. For best results allow these recommended cleaners to dry before installation. Both products are common in many retail stores.

Please regard this service tips letter for helpful information addressing any odor complaints involving the MSHH, MHQH, MHSR & MHQR and service part S1- MR71AA0006.

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