



*Ducted Systems
Technical Services
Service Tips Letter*

Letter: **ST-003-2020**

Date: March 6, 2020

To: Ducted Systems (Factory Direct) S1 HVAC Branch Service, Sales, Warranty Managers
Ducted Systems (UPG/Applied) Distribution Service, Sales, Warranty Managers

Subject: Quality Assurance Production Hold

Product: YHE42B22S, TH4B222S, RHP14L42B23S, THE42B32S, THE42B42S

Summary: **This letter announces a production hold on the above heat pump models**

There have been numerous nuisance faults for low-pressure lockouts on the referenced units, mostly in the colder climates. The difference in this unit from the previous generations is the use of a refrigerant orifice assembly instead of a thermostatic expansion valve. We have found there to be marginal problems with the orifice metering device and temperature/pressure recovery. The common cause of this are units not charged as directed in the installation manual. In the colder climates, the low-pressure switches are open longer than the 120 seconds ignore command required upon compressor startup and the end of the defrost cycle.

We are currently working on the design and testing of the next generation that will include a thermostatic expansion valve for the 3.5-ton model. The units we have on hand will be reworked, and we will provide follow up communication on the rework and distributor inventory options.

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