

TECHNICAL INFORMATION COMMUNICATION



**United
Technologies**

Building & Industrial Systems

Quality and Continuous Improvement

Number: TIC2014-0011

Date: 9/11/2014

Title: Position on Use of System Additives to Correct TXV Contamination

Product Category: Cooling Products

Products Affected

1.5, 2 & 2.5 Ton Split Cooling Systems

Situation

As previously announced, some small-tonnage split system cooling systems have been failing shortly after startup, caused by an issue with the TXV metering device in the indoor coil (reference: SMB 14-0008). The TXV metering device is acting as a filter by collecting a processing fluid used in one of the system's components. Through significant research and testing, Carrier found that this was caused by an unauthorized change to a rust inhibitor made by a supplier. The previous rust inhibitor has since been re-introduced to correct this issue going forward.

The affected component is used by the majority of HVAC Original Equipment Manufacturers (OEMs). While this has impacted the entire industry, Carrier has taken a proactive approach to diagnosing the issue, as well as providing a process and policy for correcting the problem by replacing the TXV metering device at time of failure. Based on field feedback, Carrier has experienced a high rate of success with this solution. Carrier strives to provide a **permanent** solution to our customers that will address the short term issue while maintaining long term system reliability.

We understand that some technicians and OEMs are experimenting with specific system additives such as A/C Perform, A/C Re-New, and Zerol Ice and claiming that the additives are successful as an immediate fix in lieu of replacing the TXV at the time of failure. In order to ensure HVAC system reliability over time, Carrier is in the process of conducting long term system reliability testing and will publish our recommendations upon completion.

At Carrier, we are proud to offer the highest quality HVAC products and systems. We understand that you have a choice where you purchase your HVAC equipment, and we thank you for your business and trust in Carrier as we work through this industry issue.

Only trained and qualified personnel should design, install, repair and service HVAC systems and equipment. All national standards and safety codes must be followed when designing, installing, repairing and servicing HVAC systems and equipment. It is the responsibility of the Dealer to ensure local codes, standards, and ordinances are met.