

# TECHNICAL INFORMATION COMMUNICATION



**United  
Technologies**

Building & Industrial Systems

Quality and Continuous Improvement

**Number: TIC2015-0001**

**Date:** January 20, 2015

**Title:** Missing and Incorrect Components (compressor blankets & filters)

**Product Category:** Geothermal Heat Pumps (Residential)

## Products Affected

GT, GP, GW, and GS models

## Situation

A number of units were released without compressor sound blankets (GT, GP, GW and GS models) and may have incorrect MERV air filters (GT models).

The production process has been corrected to include proper filters (MERV 13) and blankets for all units.

- GT, GP, GW, and GS units with serial numbers 3614Vxxxxx and later all include compressor sound blankets.
- GT units with serial numbers 2914Vxxxxx and later all include a MERV 13 filter.

Units manufactured prior to the above referenced date codes and located in company inventory in November 2014 have been corrected prior to shipping.

## Technical Information

Units manufactured prior to the above referenced date codes may have missing compressor sound blankets and/or incorrect air filters. Affected units that were located in company inventory and corrected in November 2014 will have one or both of the following 2"x4" labels:

**COMPRESSOR  
BLANKET  
INCLUDED**

**MERV 13 FILTER  
INCLUDED**

## Customer Resolution

Distributors can contact Kent Kuffner ([kent.kuffner@carrier.utc.com](mailto:kent.kuffner@carrier.utc.com)) for a list of units received prior to the above referenced date codes.

(cont.)

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.

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## Customer Resolution (cont.)

To obtain compressor blankets and/or MERV 13 filters, Distributors should send an e-mail request to [GeothermalFCBProgram@carrier.utc.com](mailto:GeothermalFCBProgram@carrier.utc.com) Include the information below:

1. **Email subject line must be: "Blanket/Filter"**
2. Complete shipping address for blankets and filters
3. Contact name and phone number
4. Specify what parts are needed: filters and/or compressor blanket
5. Unit model and serial for each blanket/filter being requested to assure correct parts

For units already installed, Dealers should be directed to check for compressor blankets on GT, GP, GW, and GS models, and MERV 13 filters on GT models at the homeowner's next maintenance check or service call. There will be no labor allowance for Dealers to correct units already installed.

Filters and blankets will be sent at no charge for affected units through June 30, 2015.