

TECHNICAL INFORMATION COMMUNICATION



Quality and Continuous Improvement

Number: TIC2013-0009

Date: 10/2/2013 (revised 5/14/2014)

Title: Heat Pump Service Valve Adapter Proper Installations

Product Category: Cooling Products

Products Affected

All HP

Situation

A few field complaints have been received in regards to the heat pump adapter connector breaking off while installing the liquid line. *“This is not considered a safety issue because the service valve would not be opened until after this connection has been complete.”*



**Service valve connector failure
(Over torqued) with HP adapter.**

The failure is a direct result of over torquing the adapter nut. Proper installation practices will prevent this failure from occurring during installation.

Factory Action

The adapter shoulder wall thickness was increased and implemented week 7, 2014 (0714Exxxxx). The same installation practices described below needs to be followed with the new valve design.

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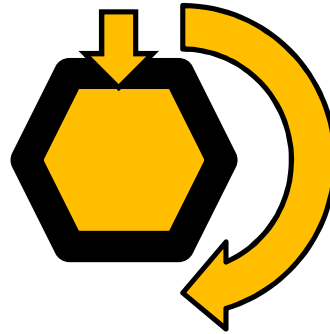


Technical Information

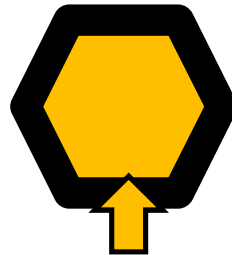
Proper installation practices should include the following steps.

- Don't over torque valve (finger tight and then ½ additional rotation)
- Remove Teflon O-ring while brazing the liquid line sweat connection to ensure the washer doesn't melt or become deformed.
- Always use a heat sink, like a wet rag, during brazing to keep components temperatures at a minimum.

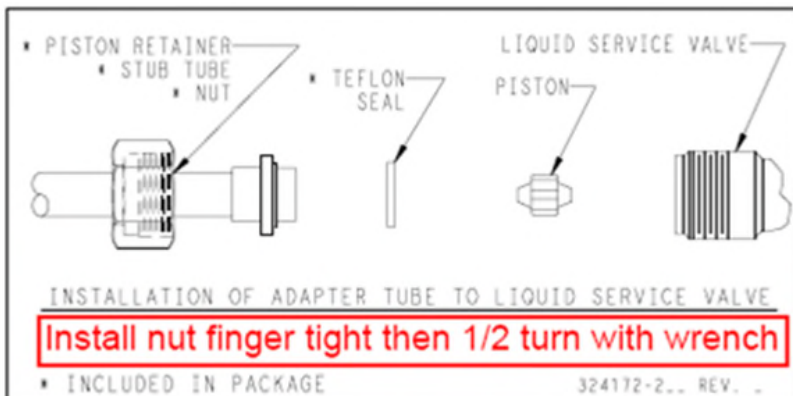
Start Position: After hand tightening the nut you are to tighten the nut ½ of a turn using a wrench so that it rotates 180 degrees.



End Position: The flat on the nut designated by the arrow has rotated ½ of a turn and is now properly torqued.



The adapter instructions are being modified to add the note shown below in red. Installation instructions will also be reviewed to ensure this procedure is properly referenced in all appropriate sections of the instructions.



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