

DEALER BULLETIN

International Comfort Products, LLC

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Number: D032

Issued: 8/4/2011

Expires: 3/1/2012

Title: Regal Beloit Condenser Motor Failure

Category:

Residential Split Systems (RSS)
Small Packaged Products (SPP)
Commercial Split Systems (CSS)
Small Roof Top Commercial (SRT)

MODELS AFFECTED:

All ICP Brands: Select PSC Condenser Fan Motors produced by Regal Beloit in Mexico and assembled in certain residential split systems, small packaged product, certain commercial split systems and small roof top product. (Models with motors listed at end of bulletin)

Serial Number ranges for the different product are C1112 to C1128, E1112 to E1128, G1112 to G1128 and X1112 to X1128. Individual lists of units will be provided to each distributor of the units that possibly have the motors of concern.

SITUATION:

Condenser fan motor premature failure due to the sleeve bearing oil wick not having been properly extended into the bearing cavity during manufacturing. The wick position is causing bearing failures due to lack of lubricant. The following Regal Beloit motors, with date codes C11V, D11V and E11V have been identified as potentially having the improperly installed wick.

SOLUTION:

Inspect inventory and isolate affected units that have the C11V, D11V and E11V motor date codes.

Replace affected condenser fan motors with motors outside of the C11V, D11V and E11V date codes.

Return repaired units to inventory.

Dealer Action:

Inspect and isolate all uninstalled units in inventory that contain condenser fan motors with C11V, D11V and E11V date codes. Rework all isolated units and return to inventory.

Inspect all motor inventories for affected numbers and date codes. Return affected motors back to distribution (including affected motors changed at installation).

Dealers may request a list of affected unit serial numbers from their distributors to proactively inspect and repair affected units in the field.

Warning: Do not perform any of the servicing instructions provided in this Service Bulletin unless you are a trained and qualified technician. Observe all precautions in the instructions, equipment tags, labels, and observe all other safety precautions that may apply. Failure to follow this warning could result in property damage, personal injury or death.

Field Action:

For installed units and on a complaint basis, replace failed condenser fan motors with factory approved motors outside of the C11V, D11V and E11V date code range. Reference part bulletin for approved motor substitutions. Return failed motors back as designated by the warranty system.

The distributor shall provide each dealer a list of serial numbers of the potentially affected units in order for them to pro-actively inspect installed units in the field for affected motors. Only units on the serial number listing should be inspected by the dealer and only motors found to be affected should be replaced. All motors for the pro-active inspection that are to be replaced must be returned to the distributor for inspection and held at the distributor for 30 days. Evidence that the inspection was completed by the dealer shall be retained by the distributor(possibly a photo of the inspected unit or in the case a motor is replaced, the actual motor is sufficient evidence) in order for the warranty claim to be submitted. All pro-active field installed unit inspections must be completed by Dec 1, 2011.

Service parts inventory motors refer to parts manager bulletin PMB11-039.

Replacement Parts:

Condenser motors are listed at end of bulletin with date code prior to C11V or after E11V. All unit inventories to be reworked (either at the distributor or by the dealer) prior to sale or at time of sale must contain an FAP motor. Only in the rare case that an FAP motor is not available through the company at a time when a customer has a unit down with a failed motor (no cooling), can a universal motor be used. The distributor and dealer must make every attempt to obtain an FAP motor for the customer in a reasonable amount of time. Universal motors are not to be used for any distributor or dealer field rework (pro-active) work prior to a failure.

Approved alternate ball bearing motors for field failures are as follows:

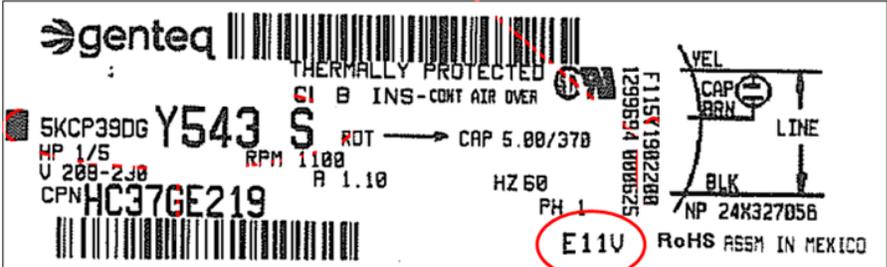
BALL BEARING MOTOR SUBSTITUTION LIST	
SLEEVE BEARING	BALL BEARING
1173716	1185599
1173660	1185600
1173717	1185601
1173665	1185602

Additional Questions:

A dedicated number has been established through Quality Customer Service for additional questions. Calls should be directed to 800-458-6650.

Inspection Instructions:

The label below shows the location of the motor's date code for all affected units.



Check Date code:
C11V, D11V, E11V

Motor's not affected:

Do not reference "Casing Date Code". Use label "Motor Date Code" only.



Motor's made in India (not affected)

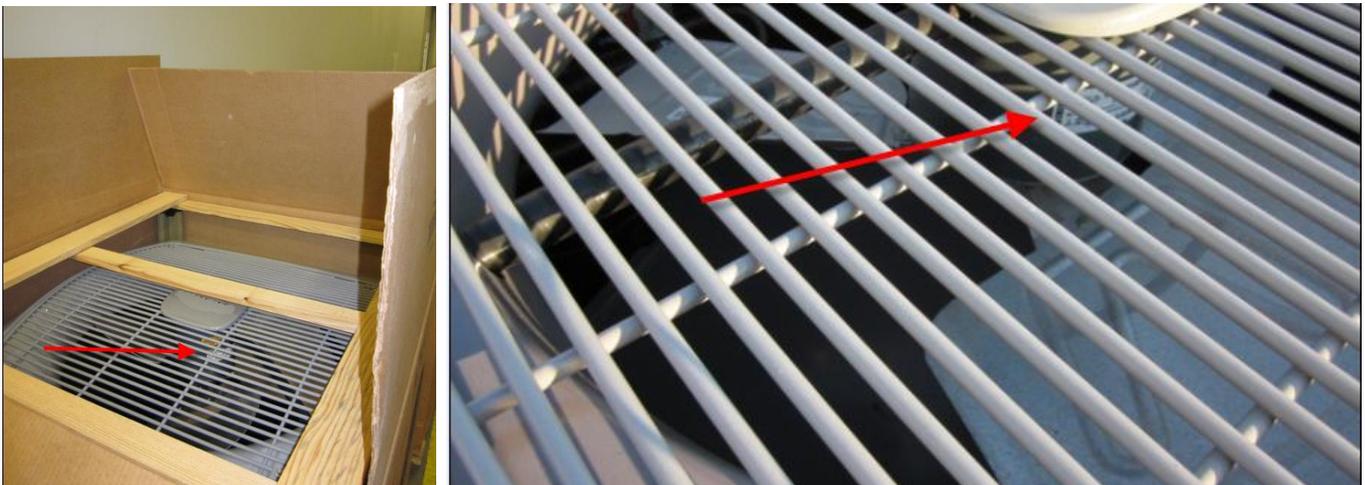


Motor's made by Broad Ocean Company (not affected)



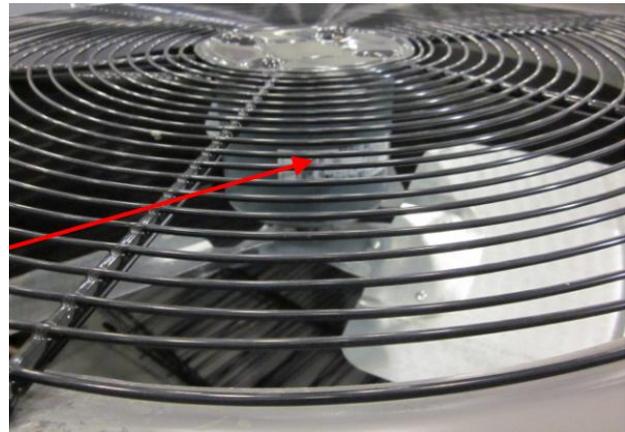
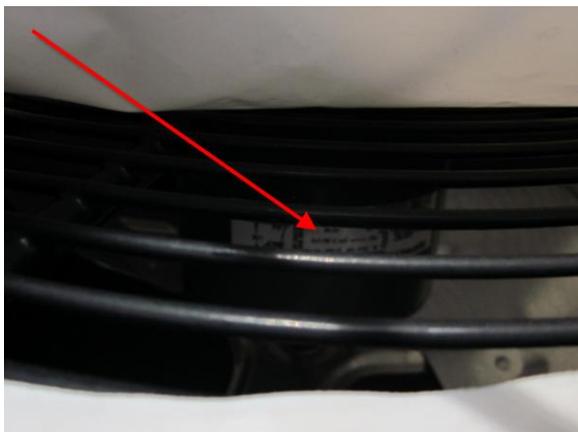
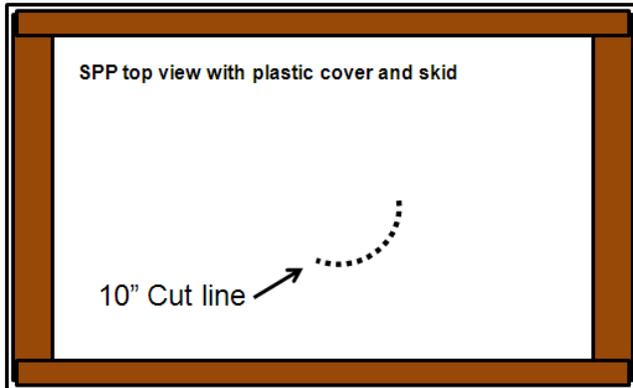
Residential Split Systems Inspection Process:

Cut the two shipping straps, open top of box and look at the condensing motor label. Input the information into the motor applications to determine if the motor is affected. Isolate unit (or change the motor) if the application indicates it is an affected motor.



Small Package Products and Commercial Products Inspection Process:

The top skid and plastic cover **does not** have to be removed to inspect the SPP, SRT and CSS units. The sketch below shows where to cut a 10" slit to view the condenser motor label. Tape plastic cover slit after viewing the motor label.



Rework Instructions:

Residential Split Systems:

Replace and remove fan motor. Condenser fan should be mounted in the same location on the motor shaft as it came from the factory (flush with the end of shaft).

Small Package Products:

Replace and remove fan motor. Measure the condenser fan hub on the existing motor shaft to make sure the condenser fan gets installed back in the correct location. Re-Torque condenser fan set screw to 120 in-lbs.

Dealer Bulletin D032

MOTOR NUMBER	UNIT MODELS			
1172706	R2A318GKR100	R2A318GKR200	R2A324GKR100	R2A324GKR200
	R2H318GKR200	R4A318AKA100	R4A318AKA200	R4A318GKA100
	R4H318AKA200	R4H318GKA200	WCA3182GKR1	WCA3242GKR1
	WCA3242GKR2	WCH3182GKR1	WCH3182GKR2	WCH3182GKR4
	WCH3184GKA1	WCH3184GKA2		

1172707	R2A330GHR100	R2A330GKR100	R2H324GKR100	R2H324GKR200
	R2H324GKR400	R4A324AKA100	R4A324GKA100	R4A330AKA100
	R4A330GKA100	R4H324AKA100	R4H330AKA100	WCA3302GKR1
	WCH3242GKR1	WCH3242GKR2	WCH3244GKA1	WCH3244GKA2
	WCH3304GKA1	WCH3304GKA2		

1172775	R2A336GHR100	R2A336GKR100	R2A336GKR200	R2H336GHR100
	R2H336GKR200	R2H336GKR400	R4A342AKB100	R4A342AKB200
	R4A342GKB100	R4A342GKB200	WCA3362GKR1	WCA3424GKA2
	WCH3362GKR2	WCH3362GKR4		

1171335	PHJ348000KTP0A1	WJH348000KTP0A1		
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1173836	R4A336AKB100	R4A336AKB200	R4A336GKB100	R4A336GKB200
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1172709	R2A342GKR100	R2A348GHR100	R2A348GKR100	R2A360GHR100
	R2A360GKR100	R2H342GHR200	R2H342GKR100	R2H342GKR200
	R2H342GHR200	R2H342GKR100	R2H342GKR200	R2H348GHR200
	R2H348GKR100	R2H348GKR200	R2H348GKR400	R2H360GHR200
	R2H360GKR100	R2H360GKR200	R2H360GKR400	R4A348AKB100
	R4A348GKB100	R4A360AKB100	R4A360GKB100	R4H336AKA100
	R4H342AKA100	R4H348AKA100	WCA3422GKR1	WCA3482GKR1
	WCA3602GKR1	WCA3604GKA1	WCH3364GKA1	WCH3364GKA2
	WCH3422GKR1	WCH3422GKR2	WCH3424GKA1	WCH3424GKA2
	WCH3482GKR2	WCH3484GKA1	WCH3484GKA2	WCH3602GKR2
	WCH3604GKA1	WCH3604GKA2		

1173700	PAJ336000K000A1	PAJ336000KTP0A1	PAJ342000K000A1	PAJ342000KTP0A1
	PAJ348000K000A1	PAJ348000KTP0A1	PHJ336000K000A1	PHJ336000KTP0A1
	PHJ342000K000A1	PHJ342000KTP0A1	WJA336000KTP0A1	WJA342000KTP0A1
	WJA348000KTP0A1	WJH336000KTP0A1	WJH342000KTP0A1	

1178111	HC4H360ALA100			
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1171335	CAS072H	CAS091H	CAS120H	CAS121H
	CAS151H	CHS072H	CHS091H	CHS121H
	RAS090H	RAS120H	RGH072H	RGH090H
	RGH102H	RGS090H	RGS102H	RGS120H

Dealer Bulletin D032

1177346	RAH060H	RAS072H	RGH048H	RGH060H
	RGS072H	RHH048H	RHH060H	RHH060K
	RHS072H			

1173700	RAS036H	RAS036K	RAS048H	RAS048K
	RAS060H	RAS060K	RAS091H	RAS101H
	RAS121H	RGS036H	RGS036K	RGS048H
	RGS048K	RGS060H	RGS060K	RGS091H
	RGS101H	RGS121H	RHS048H	RHS060H
	RHS090H	RHS102H		

1175525	RAS036L	RAS048L	RAS060L	RAS072L
	RAS090L	RAS091L	RAS120L	RAS121L
	RGH072L	RGH090L	RGS036L	RGS048L
	RGS060L	RGS072L	RGS090L	RGS091L
	RGS101L	RGS102L	RGS120L	RGS121L
	RHH090L	RHS048L	RHS060L	RHS072L
	RHS090L	RHS102L		

1175840	RAS090S	RAS091S	RAS120S	RAS121S
	RGS091S	RGS101S	RGS120S	RGS121S

1173716	NXA636GKA100	NXH518GKA100	NXH524GKA100	NXH530GKA100
	WCH5184GKA100	WCH5244GKA100	WCH5304GKA100	

1172706	N4A318AKB300	N4A318GKB300	N4H318AKE100	NXA618GKA100
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1172707	N4A324AKB200	N4A324CKA100	N4A324GKB200	N4A330AKC200
	N4A330GKC200	N4H324AKE100	N4H324GKE100	

1173646	N4H318CKA100	N4H318GKE100	N4H324CKA100	N4H342AKE100
	N4H342GHE100	N4H342GKE100	NXA624GKA100	NXA630GKA100

1172775	N4A330CKA100	N4A336CKA100	N4A342AKA300	N4A342GHA300
	N4A342GKA300	N4H330AKE100	N4H330GKE100	N4H336AKE100
	N4H336GHE100	N4H336GKE100		

1173660	N4A342CKA100	N4H330CKA100	N4H336CKA100	N4H342CKA100
	NXA642GKA100	NXH536GKA100	NXH537GKA100	NXH542GKA100
	WCH5364GKA100			

1173778	N4H336GLE100			
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1177593	CXA642GKA100	CXH536GKA100	CXH537GKA100	CXH542GKA100
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Dealer Bulletin D032

	HXA642GKA100	HXH536GKA100	HXH542GKA100	TXA642GKA100
	TXH536GKA100	TXH542GKA100		

1172709	N4A336AKB200	N4A336GKB200	N4A348AKB200	N4A348GKB200
	N4H348AKE100	N4H348GHE100	N4H348GKE100	

1173665	N4A360CKA100	N4H348CKA100	N4H360AKB400	N4H360GHB400
	N4H360GKB400	NXA648GKA100	NXA660GKA100	NXH548GKA100
	NXH560GKA100			

1173779	C4A648GKD200	C4A660GKD300	C4H548GKD200	C4H560GKD300
	H4A648GKD200	H4A660GKD300	H4H548GKD200	H4H560GKD300
	T4A648GKD200	T4A660GKD300	T4H548GKD200	T4H560GKD300

1173780	N4A348GLB200	N4A360GLC300	N4H348GLE100	
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1177473	CXA648GKA100	CXA660GKA100	CXH548GKA100	CXH560GKA100
	H4H360GKD300	HXA648GKA100	HXA649GKA100	HXA660GKA100
	HXH548GKA100	HXH560GKA100	T4H360GKD300	TXA648GKA100
	TXA660GKA100	TXH548GKA100	TXH560GKA100	

1177912	C4A348GKD200	C4A360GKD300	H4A348GKD200	H4A360GHD200
	H4A360GKD300	H4H348GHE100	H4H348GKE100	T4A348GKD200
	T4A360GKD300			

1178390	PAD424000K	PAD430000K	PGD424040K	PGD424060K
	PGD430040K	PGD430060K	PGS424060K	PGS430040K
	PGS430060K	PHD424000K		

1173660	PAD324000K	PAD330000K	PAD336000H	PAD336000K
	PAD342000K	PAD348000H	PAD348000K	PAD360000H
	PAD360000K	PAD436000K	PAD442000K	PAD448000H
	PAD448000K	PAD460000K	PDD324040K	PDD330060K
	PDD336060K	PDD336090K	PDD342090K	PDD348090K
	PDD348115K	PDD348130K	PDD360115K	PDD360130K
	PDS324060K	PDS330060K	PDS336060K	PDS336090K
	PDS342060K	PDS342090K	PDS348090K	PDS348115K
	PDS348130K	PDS360090K	PDS360115K	PGD324040K
	PGD324060K	PGD330040H	PGD330040K	PGD330060H
	PGD330060K	PGD336060H	PGD336060K	PGD336090H
	PGD336090K	PGD342060H	PGD342060K	PGD342090H
	PGD342090K	PGD348090H	PGD348090K	PGD348115H
	PGD348115K	PGD348130H	PGD348130K	PGD360090H
	PGD360090K	PGD360115H	PGD360115K	PGD360130H
	PGD360130K	PGD436060K	PGD436090K	PGD442060K

Dealer Bulletin D032

	PGD442090K	PGD448090K	PGD448115H	PGD448115K
	PGD460090H	PGD460090K	PGD460115K	PGD460130H
	PGS324040K	PGS324060K	PGS330040K	PGS330060K
	PGS336060K	PGS336090H	PGS336090K	PGS342090K
	PGS348115H	PGS348115K	PGS348130K	PGS360090K
	PGS360115K	PGS360130H	PGS360130K	PGS436060K
	PGS436090K	PGS442090K	PGS448090K	PGS448115K
	PGS460090K	PGS460115K	PGS460130K	PHD324000K
	PHD330000H	PHD330000K	PHD336000H	PHD336000K
	PHD342000H	PHD342000K	PHD348000H	PHD348000K
	PHD360000H	PHD360000K	PHD430000K	PHD436000K
	PHD442000K	PHD448000H	PHD448000K	WPA3364000
	WPA3424000	WPA3604000	WPG3244040	WPG3244060
	WPG3304040	WPG3304060	WPG3364060	WPG3364090
	WPG3424060	WPG3424090	WPG3484090	WPG3484115
	WPG3604090	WPG3604115	WPG3604130	WPH3304000
	WPH3364000	WPH3424000	WPH3484000	

1178391	PAD336000L	PAD348000L	PAD360000L	PGD360090L
	PGD360115L	PGD360130L	PHD336000L	PHD342000L
	PHD348000L	PHD360000L		

1177346	PGD548090K	PGD548130K	PGS548115K	PHD548000K
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1178964	PHD460000H	PHD460000K		
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