



***Ducted Systems
Technical Services
Service Tips Letter***

Letter: **ST-013-2020**

Date: September 29, 2020

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

Subject: **Insulation Adhesive Failures**

Product: **Large Sunline and Sun Choice Rooftop Units 15 to 28 Tons**

Effective: **March 1, 2020**

Expires: **January 1, 2021**

Summary: This letter is to notify Distribution Partners and our customers of a field notification for an adhesive failure that has been reported in the field.

Johnson Controls Ducted Systems has received a limited number of calls regarding an adhesive failure on Large Sunline and Sun Choice products on the evaporator and fresh air rooftop panels. This event seems to be isolated and even though all units are not exhibiting this failure, we are proceeding with a full-scale review of both product lines. We are currently accepting data from our distribution partners to fully understand this occurrence. If this does occur to your product please contact Product Technical Support at 877-874-7378.

Details may also be provided via email at cg-upgtechsupport@jci.com. These details should include but are not limited to photos, serial numbers, and site specifics. These will assist us as we work to resolve the issue. This letter will be revised as more information becomes available during the engineering review of the products. We will also provide a distribution partner update during each “Ducted Systems Monthly Technical Services Update” meeting. Thank you for your patience and understanding while we review this event.

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