

TECHNICAL INFORMATION COMMUNICATION



Quality and Continuous Improvement

Number: TIC2023-0013

Date: 9/6/2023

Title: Condensate Water Management

Product Category: Power V™ - Furnace Coils (Multi-poise)

Products Affected

EVM4X

Situation

Field reports of condensate leaks with the multi-poise furnace coil at the connection of the two pans. An air gap between the two pans allows water to be pulled out of the pan and leak through the furnace coil casing.

Technical Information

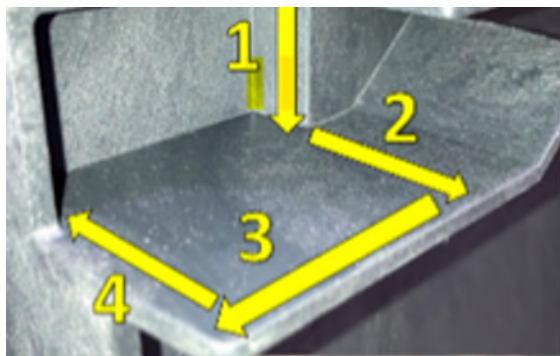
Production of EVM4X drain pans has added two additional lines of silicone to the assembly process. One line was added prior to vertical and horizontal pan assembly (line 4 in the left below picture) and the other line was added to the outside of vertical base pan after assembly (line 2 of the right picture).

Factory Actions

Horizontal drain pan: Increase from 3 to 4 silicone lines.

“T” drain pan assembly: Increase from 1 to 2 silicone lines.

Clean point – June 5, 2023 (Week 21, - J2321xxxxx)



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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Field Actions

All reported leaks for EVM4X coils were products produced prior to Week 21 of 2023.

For All **EVM4X** multi-poise coils produced prior to the clean point identified, the installer can apply additional RTV to the base pans before installation. Common High Temperature RTV can be used for this application.

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