

TECHNICAL SERVICE BULLETIN



TSB-OT-0007

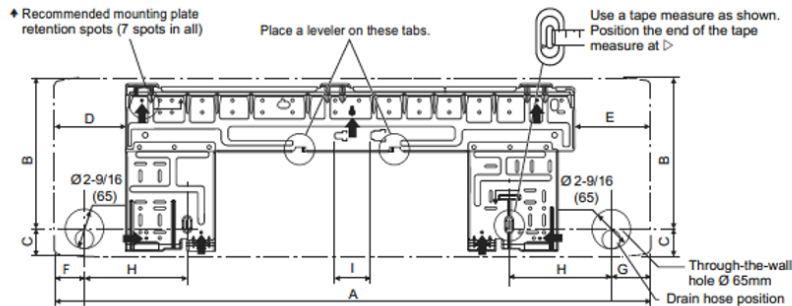
Date: October 21, 2020
To: Internal, Sales, Distribution, Sales and Service Representatives
From: Daikin Business Unit – Technical Services
Subject: **Incorrect Information - Installation Manual for 19 SEER Indoor Fan Coil**

Issue

Daikin North America has recently discovered 3 inaccuracies on the Installation Manual **3P601788-1 A** for 19 SEER Indoor Fan coil- FTK_AXVJU / FTX_AXVJU

1) Incorrect Dimensions in Inches to Locate Refrigerant Lines

The information noted on Pages 1-8 (English), 2-8 (Spanish), 3-8 (French) contains a table with incorrect conversion from millimeters to inches for the mounting plate. This may result in identification of an incorrect location for a through-the-wall hole. The incorrect table is shown with a red symbol **✘** and the corrected table is shown with a green symbol **✔** below.



Dimension	A	B	C	D	E	F	G	H	I
09/12	30-5/16 (770)	9-1/2 (241.6)	1-13/16 (46.4)	4-5/8 (117)	4-9/16 (116.5)	3-15/16 (49.5)	3-15/16 (49.5)	10-5/8 (170)	1-15/16 (50)
18/24	39 (990)	9-15/16 (251.6)	1-3/4 (45.4)	4-5/8 (117)	5 (126.5)	3-15/16 (49.5)	2-9/16 (65.5)	10-5/8 (170)	2-3/8 (60)

All dimensions are in inch (mm)



Dimension	A	B	C	D	E	F	G	H	I
09/12	30-5/16 (770)	9-1/2 (241.6)	1-13/16 (46.4)	4-5/8 (117)	4-9/16 (116.5)	1-15/16 (49.5)	1-15/16 (49.5)	6-5/8 (170)	1-15/16 (50)
18/24	39 (990)	9-15/16 (251.6)	1-3/4 (45.4)	4-5/8 (117)	5 (126.5)	1-15/16 (49.5)	2-9/16 (65.5)	6-5/8 (170)	2-3/8 (60)

All dimensions are in inch (mm)

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2) Incorrect Refrigerant Charge Information

The information noted on Pages 1-7 (English), 2-7 (Spanish), Page 3-7 (French) should be “Additional charge required for refrigerant pipe exceeding **32 ft** in length” instead of the **incorrect value of 30 ft**. The incorrect table is shown with a red symbol **✘** and the corrected table is shown with a green symbol **✔** below.



	RX/RK09	RX/RK12	RX/RK18	RX/RK24
Max. allowable piping length	65-5/8 ft (20m)		98-1/2 ft (30m)	
Min. allowable piping length	10 ft (3m)			
Max. allowable piping height	49-1/4 ft (15m)		65-5/8 ft (20m)	
Additional charge required for refrigerant pipe exceeding 30ft in length	0.21 oz/ft (20g/m)			
Gas pipe	3/8 inch (9.52mm)		1/2 inch (12.7mm)	5/8 inch (15.88mm)
Liquid pipe	1/4 inch (6.35mm)			

* Be sure to add the proper amount of additional refrigerant.
Failure to do so may result in reduced performance.
** The suggested shortest pipe length is 10ft (3m), in order to avoid noise from the outdoor unit and vibration.
(Mechanical noise and vibration may occur depending on how the unit is installed and the environment in which it is used.)



	RX/RK09	RX/RK12	RX/RK18	RX/RK24
Max. allowable piping length	65-5/8 ft (20m)		98-1/2 ft (30m)	
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* Be sure to add the proper amount of additional refrigerant.
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(Mechanical noise and vibration may occur depending on how the unit is installed and the environment in which it is used.)

3) Incorrect Piping Length Units for Vacuum Pump Operation Time

The information noted on Pages 1-14 (English), 2-14 (Spanish), Page 3-14 (French) for **Pipe Length** should be in unit of measure **Foot (symbol- ')**, **not Inches (symbol- ")**. The incorrect table is shown with a red symbol **✘** and the corrected table is shown with a green symbol **✔** below.



*1. Pipe length vs. vacuum pump run time

Pipe length	Up to 49-1/4" (15 metres)	More than 49-1/4" (15 metres)
Run time	Not less than 10 min.	Not less than 15 min.



*1. Pipe length vs. vacuum pump run time

Pipe length	Up to 49'1/4" (15 metres)	More than 49'1/4" (15 metres)
Run time	Not less than 10 min.	Not less than 15 min.

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Models Affected

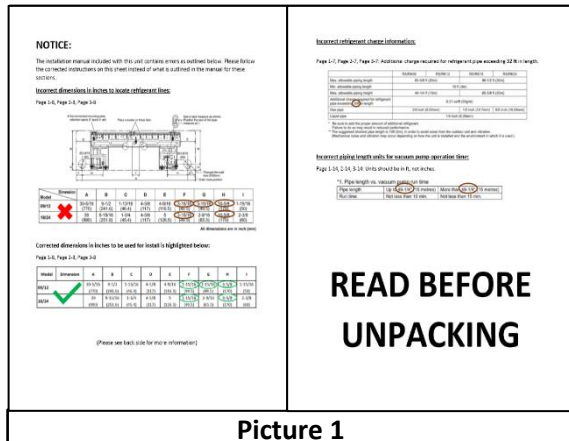
Cooling Models	FTK09AXVJU	FTK12AXVJU	FTK18AXVJU	FTK24AXVJU
Heat Pump Models	FTX09AXVJU	FTX12AXVJU	FTX18AXVJU	FTX24AXVJU

Solution

Daikin regrets any inconvenience that this may have caused to our customers.

- a) **For factory inventory:** For any inventory shipping after October 19, 2020, Daikin will attach a document (shown below in Picture 1) with the corrected information on a visible location outside the product package (shown below in Picture 2).

We estimate that shipments after December 31, 2020 will have a corrected factory manual.



Picture 1



Picture 2

- b) **For field inventory:** For any inventory shipped before October 19, 2020 please use the document attached as an annex to this bulletin. For any inventory in your warehouse, we strongly recommend that this annex document be printed and affixed in a visible shipping envelope/pouch to the noticeable location on the product package as shown in Picture 2. Daikin will provide a reimbursement as noted below for reworking the inventory in your warehouse.

Reimbursement

For any field inventory mentioned in b) above, Daikin will reimburse \$5 per unit for labor and material related to document printing and affixing a shipping envelope for placing this document. Claims should be filed through Warranty Express with an Authorization type "Claim", using Authorization Code number 8704. Please consult the Warranty Department if you need assistance with this process by calling 1-855-DAIKIN1.

All claims must be submitted by March 31, 2021.

Please contact Technical Services at TechService@daikincomfort.com if you have any questions.

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