



TECHNICAL SERVICE BULLETIN



TSB-OT-0008

Date: February 15, 2021
To: Internal, Sales, Distribution, and Sales Representatives
Subject: 19 Series (18,000 and 24,000 BTU Heat Pumps) - F3 Error Code

Issue

Daikin has recently discovered that the 19 Series mini-split, heat pump with 18,000 BTU and 24,000 BTU capacity may experience an intermittent F3 error code. An F3 error code indicates a low refrigerant charge or high discharge pipe temperature and shuts down the unit in heating mode.

Models Affected	
RX18AXVJU / FTX18AXVJU	RX24AXVJU / FTX24AXVJU

Models <u>NOT</u> Affected	
RX09AXVJU / FTX09AXVJU	RX12AXVJU / FTX12AXVJU
RK09AXVJU / FTK09AXVJU	RK12AXVJU / FTK12AXVJU
RK18AXVJU / FTK18AXVJU	RK24AXVJU / FTK24AXVJU

Solution

Daikin engineers have identified the root cause of this condition and are currently placing a phased resolution plan in motion to provide a permanent solution.

Interim resolution: For units already installed, if the unit does shut down, recycling the power to the unit will reset the error code and the unit will continue to run until the event repeats itself.

Permanent resolution: This involves replacing the PCB or re-flashing with modified software on the outdoor unit. In order to prioritize units that are most susceptible, we are addressing uninstalled field inventory in 2 phases as stated below.

(Continued on next page)

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Phase 1

1. Daikin is reworking all factory inventory at the DTTP. Any shipment after 02/15/2021 will only include reworked inventory with the updated software.
2. For installed units in the cold climate areas of the North-Eastern, North-Western, Mid-Western U.S. and Canada, Daikin will provide the dealer servicer, through the distributor, sufficient quantity of replacement service boards at no cost. These will be provided through the Daikin field representative - Account manager or Technical Service manager. Daikin will also provide a reimbursement of \$75 per unit to the dealer for labor. Claims must be filed on Warranty Express as an Authorization type- Claim, using Authorization Code number- 8716.
3. Goodman company store inventory will be reworked prior to release for sale.
4. Independent Channel inventory will be reworked at one or more of the centralized locations where inventory can be consolidated for quicker rework. A Daikin representative will assist with the rework at these centralized locations. Please contact your Daikin account manager to discuss details on preferred centralized locations for your organization.

Phase 2

1. Existing installations in the South, South-Eastern and South-Western with mild climate states have a smaller probability of encountering this error and will be managed on an as needed basis with either a new PCB or software update, whichever is most expedient and efficient.

Daikin sincerely apologizes for any inconvenience that this may have caused. Please be patient as we work through rework of inventory to assure that we make this right for you and your customers.

Please email Daikin Technical Service at TechService@daikincomfort.com if you believe any of your customers have experienced this issue.

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