

TECHNICAL SERVICE BULLETIN



TSB-OT-0014

Date: November 01, 2021

To: Internal, Sales, Distribution, and Sales Representatives

Subject: Ductless 17 Series, 18,000 BTU Heat Pump – Potential EEV Malfunction

In an effort of continuous product improvement and based on feedback from customers, Daikin recently discovered that a small number of Ductless 17 Series, 18,000 BTU heat pumps (Model Number: RXB18AXVJU) are experiencing inconsistent operation of the Electronic Expansion Valve (EEV) in certain climates, due to moisture, that can lead to oxidation. This condition is usually recognized by a failure to operate in cooling mode, along with error codes “U0” and “F3.” The current resolution is to replace the EEV coil. In some cases, the PCB could also malfunction due to the EEV failure.

Procedure for Existing Field Installations

Repair is only needed for product not cooling and displaying “F3” and “U0” error codes. Daikin recommends using test procedure elaborated below to compare the resistance values of the EEV to the specifications. If the resistance values are outside specification, replace the EEV. If the PCB has malfunctioned due to the EEV failure, both will require replacement.

EEV Part Number: 2539348 PCB Part Number: 4022326

Orders for these parts can be placed with spare parts team through your normal parts ordering method or by emailing a purchase order to SpareParts@daikincomfort.com.

Test Procedure

Use the test procedure below or watch [test procedure videos](#).

Flashing light on the indoor unit will indicate an error → Hold cancel for 5 seconds → While pointing the remote at the indoor unit press cancel and scroll through the error codes until the indoor unit makes one long beep → Long beep will indicate error U0 or F3*

Hold for 5 seconds → Press to change fault code

*Note if the fault is not a U0 or F3 the indoor unit will make a double beep or a short beep proceed to error code fault tree in the service manual for the error that is displayed with a long beep

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TECHNICAL SERVICE BULLETIN




Test Procedure (Continued)

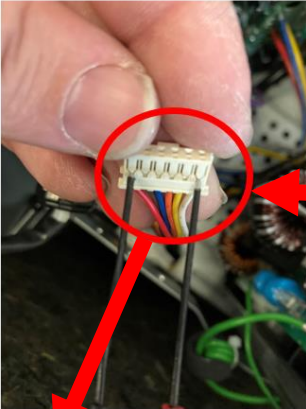


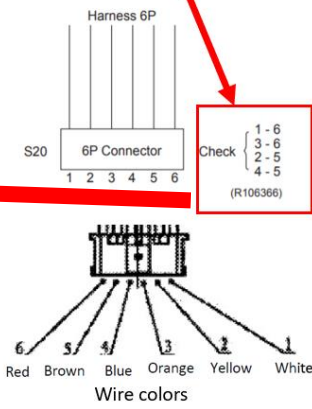
WARNING

DISCONNECT ALL POWER BEFORE SERVICING.

Locate the EEV plug at the S20 terminal on the outdoor unit PCB → After ensuring voltage has been discharged Unplug the S20 connector and test the resistance between below test points → Test points







Resistance values at the test points should read about 45 Ohms
 If the resistance value is open or too low (shorted) the coil has failed and will need to be replaced



OK

Failed

Failed

If it is determined that a EEV has failed, inspect the area around the IC12 and IC13. If the IC12 or 13 has been damaged replace both the EEV and PCB.



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Future Inventory

The EEV coil design has been improved for 17 Series, 18,000 BTU heat pumps (Model Number: RXB18AXVJU). A new EEV design has already been implemented for all shipments starting August 1, 2021. There are no model number changes. Updated equipment can be identified by a green dot on the bar code label.



Green dot on bar code label identifies upgraded EEV design.

Reimbursement

Daikin will reimburse \$180 per unit for labor. Claims should be filed through Warranty Express with an Authorization type "Claim" and using Authorization Code 8718. All claims must be submitted by December 31, 2022. Please contact the Warranty Department at 1-855- DAIKIN1 if you need assistance with this process.

Please be patient as we assure that all product shipped from the Daikin Texas Technology Park has been updated. Please email John Pratt at John.Pratt@daikincomfort.com if you believe any of your customers have experienced this issue or have additional questions.



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