



# TECHNICAL SERVICE BULLETIN



## Important Safety Notice

TSB-OT-0016

Rev. 1

DATE: **April 7, 2022**  
TO: All Service and Parts Managers  
SUBJECT: Field modifications required for certain evaporator coil drain pans paired with condensing furnaces in upflow applications

*Please see Revision 1 updates, which are noted as **\*\*\*UPDATE\*\*\*** in applicable sections below.*

The scope of this bulletin is any coil from the model families in Table 1 (no "A" in the fifth digit) with a serial number with the first four digits between 1901 and 2101 and evaporator coil drain pans that were sold as service parts from approximately January 2019 through June 2021 regardless of coil serial number.<sup>1</sup>

If you are aware of any of these coils within this serial number range, either uninstalled in inventory, or already installed in the field, please read this bulletin thoroughly and take the recommended actions.

Modifications may be required for model families of 3/8" evaporator coils listed in **Table 1** below, whether these coils are uninstalled and in inventory, or already installed in system applications in the field. If the 5th character of the model number is an "A," this indicates a 7mm coil and is unaffected. No action is required and falls outside the scope of this bulletin.

| Table 1 |
|---------|
| CAPE    |
| CAPF    |
| CAPT    |
| CAUF    |
| CXTQ    |

<sup>1</sup> This bulletin has been issued in connection with Daikin's voluntary recall program in cooperation with the U.S. Consumer Product Safety Commission and Health Canada. The recall repair may be performed under the procedures described in this bulletin, or consumers may register directly with Daikin and have a technician assigned to perform the repair. For more details on the recall, see <https://www.cpsc.gov/Recalls/2022/Goodman-Manufacturing-Company-Recalls-Evaporator-Coil-Drain-Pans-Installed-with-Condensing-Gas-Furnaces-Due-to-Fire-Hazard>.

Note: This Sales Bulletin constitutes "Confidential Information" as defined in, and is subject to the terms of, your Distributor Sales Agreement.

DAIKIN NORTH AMERICA LLC • 19001 Kermier Road • Waller, TX 77484

Main: 713.861.2500 • Marketing Fax: 713.331.3275

[www.northamerica-daikin.com](http://www.northamerica-daikin.com)

# TECHNICAL SERVICE BULLETIN



## **Instructions for coils already installed in the field**

While many installations will require modifications, some specific installations require no further action. Below is a list of exemptions. If any of these exemptions are observed for a given installation, no further action is required for that specific installation.

### *Exemptions:*

1. Any coil installed in a downflow application.
2. Any coil matched with a non-condensing (80% AFUE) gas furnace (any brand).
3. A metal reinforcement is observed below the drain pan of the coil. This indicates modifications have already been performed on the specific coil.
4. The matched furnace is a Daikin brand Ultra Low NOx gas furnace.
5. The matched furnace is a Daikin brand condensing furnace with a constant volume (variable speed ECM) from the model number families listed below in **Table 2**.
6. The matched furnace has a Blower Guard Kit. This indicates that modifications have already been performed on the specific system.

**Table 2**

|        |
|--------|
| Daikin |
| DM96MC |
| DM96VC |
| DM97MC |

If an installed coil from the models in **Table 1** is within the serial number range of 1901 to 2101 and does not meet any of these exemptions, further action is required.

For the remaining installations that require further action, the action required will either be the installation of a Blower Guard Kit or Drain Pan with Metal Reinforcement Kit. The specific system details dictate which of these actions is appropriate for a given installation. Please review the following sections in detail to understand which action is appropriate for a given system installation.

### **Blower Guard Kit**

We anticipate most of the remaining in-scope installations (not exempted as defined above) will require the installation of a Blower Guard Kit. If the installation does not meet any of the previously defined exemptions, and meets BOTH the following two requirements, the required action is the installation of a Blower Guard Kit.

### *Installations that require Blower Guard Kit (if not exempted as defined above):*

1. System with the in-scope coil/drain pan service part matched to Air Conditioner outdoor unit (not Heat Pump)

Note: This Sales Bulletin constitutes "Confidential Information" as defined in, and is subject to the terms of, your Distributor Sales Agreement.

# TECHNICAL SERVICE BULLETIN



2. Daikin brand gas furnace in upflow applications matched with the in-scope coil/drain pan service part as listed in **Table 3** below

If you identify installations that meet these criteria, the appropriate Blower Guard Kit is denoted in **Table 3** for a given furnace model family. For more information, please refer to the installation instructions for the appropriate kit.

| Table 3                       |         |                  |
|-------------------------------|---------|------------------|
| Furnace model number families |         | Blower Guard Kit |
| Daikin                        | Part #  | IO Manual        |
| DK92SS                        | BGK-1S  | IO-7013          |
| DM92SS                        | BGK-1S  | IO-7013          |
| DM92SE                        | BGK-1S  | IO-7013          |
| DM96SE                        | BGK-1S  | IO-7013          |
| DM96VE                        | BGK-2S  | IO-7012          |
| DM96HS                        | BGK-HYB | IO-7014          |
| DM96HE                        | BGK-HYB | IO-7014          |

**NOTE – if drain pan deformation is observed when installing the Blower Guard Kit, then installation of the Drain Pan with Metal Reinforcement Kit is required. Refer to the section of this bulletin on the Drain Pan with Metal Reinforcement Kit for more information.**

**\*\*\*UPDATE\*\*\***

Scan the QR code to the right or click the link below to access the Blower Guard Kit Installation training video. The training video guides the technician through the entire installation exercise from unboxing and identifying the Blower Guard Kit components through system operation validation.

[DVT-142 Blower Guard Kit Installation](#)



*More information on the Blower Guard Kit:*

The Blower Guard Kit consists of a pressure switch, control board, and wiring harness. The pressure switch is mounted on the back of the blower housing to confirm airflow during a call for heat. The control board is mounted next to the furnace main control board. Installing this kit will require the removal of the blower assembly from the furnace and the reinstallation of the blower assembly after the kit’s pressure switch has been installed. Wiring changes and an additional wiring diagram will also be a part of this installation.

The Blower Guard Kit is not an auto-reset device. If the Blower Guard trips for any reason it must be manually reset and the reason for the trip must be identified. Failure to sense blower operation will likely be due to a sticking or failed pressure switch, board failure, wiring issue or motor failure.

Note: This Sales Bulletin constitutes “Confidential Information” as defined in, and is subject to the terms of, your Distributor Sales Agreement.



## TECHNICAL SERVICE BULLETIN



Before a heating call, the Blower Guard PCB will be in an idle state with the green LED being constant. When a call for heat is received at the furnace and the gas valve is energized, the Blower Guard PCB enters “Start Up”, and the green LED will begin to flash at a 1 second interval. The Blower Guard PCB must sense a closed pressure switch and motor current within 50 seconds after the gas valve is energized. If both are detected, then the Blower Guard PCB will enter the “Monitor Circulator Blower Running” state and the green LED will flash faster. If the motor current, closed pressure switch, or both are not sensed at 50 seconds after the gas valve is energized, the Blower Guard PCB will enter the permanent “Lockout” state, which is represented by a solid red LED and requires a service call.

During the start-up sequence of the furnace, if the gas valve signal is interrupted within 50 seconds, the Blower Guard PCB will enter the “Extended Relay On” state, represented by a solid orange/amber LED. In some conditions, the gas valve interruption could cause the Blower Guard PCB to enter a 10-minute lockout represented by a slow flashing orange/amber LED. Please note that during the 10-minute lockout of the Blower Guard PCB, the furnace control board may lockout the furnace for up to 1-hour. If Extended Relay State occurs repeatedly, the Blower Guard PCB may enter permanent lockout represented by a solid red LED.

During the start-up sequence of the furnace, if the Blower Guard pressure switch is closed but motor current is not sensed, the Blower Guard PCB will enter the “Lockout Pressure Switch” state, indicated by a fast-flashing red LED. In this state, the Blower Guard PCB will remain locked out until service of the pressure switch.

### \*\*\*UPDATE\*\*\*

To assist the Installation/Service Technician the **Blower Guard Kit – Operation and Troubleshooting** guide is linked below. The guide will assist in the connection between the Furnace PCB and the added Blower Guard Kit components. The guide also provides additional operational and diagnostic details.



### [Blower Guard Kit – Operation and Troubleshooting](#)

The Blower Guard Kit includes two copies of the label (shown below) which are to be affixed to the coil AND furnace. This label is intended to provide notification to any technician servicing this system in the future that the system has been retrofitted for a recall, and further action is necessary if the furnace is to be replaced.

Note: This Sales Bulletin constitutes “Confidential Information” as defined in, and is subject to the terms of, your Distributor Sales Agreement.

DAIKIN NORTH AMERICA LLC • 19001 Kermier Road • Waller, TX 77484

Main: 713.861.2500 • Marketing Fax: 713.331.3275

[www.northamerica-daikin.com](http://www.northamerica-daikin.com)



## TECHNICAL SERVICE BULLETIN



**ATTENTION:** This system has been retrofitted for a recall. When replacing the furnace, please call 888-803-0512 with reference code SF-090. The new furnace may also need to be retrofitted for the recall.

*Required action if this label is observed in the field, indicating a Blower Guard Kit has already been installed:*

**Attention: If this label is observed on an installed system, call 888-803-0512 if the furnace is being replaced. The installation of a new furnace may need to be retrofitted for the recall. Please refer to the options listed below for all new furnace installations when replacing a furnace with this label.**

### **Drain Pan with Metal Reinforcement Kit**

While we anticipate most in-scope installations will require a Blower Guard Kit, there are some installations that will require the Drain Pan with Metal Reinforcement Kit instead of a Blower Guard Kit.

If the installation does not meet any of the previously defined exemptions, and meets ANY the following requirements, the required action is the installation of a Drain Pan with Metal Reinforcement Kit.

*Installations that require Drain Pan with Metal Reinforcement Kit (if not exempted as defined above):*

1. System with the in-scope coil/drain pan service part is matched to Heat Pump outdoor unit (not Air Conditioner)
2. In-scope coil/drain pan service part is matched with any **brand other than Daikin** condensing gas furnace installed in an upflow orientation
3. In-scope coil/drain pan service part is matched with a Daikin brand condensing gas furnace not listed in **Table 2** or **Table 3**, and is installed in an upflow orientation

For 3/8" evaporator coils from families listed in **Table 1** (with no "A" in the fifth digit) that do not meet any exemptions, and meet any of the three requirements above, we require the installation of a Drain Pan with Metal Reinforcement Kit as denoted in **Table 4** below. For installation information and more details see IO-7006.

Note: This Sales Bulletin constitutes "Confidential Information" as defined in, and is subject to the terms of, your Distributor Sales Agreement.

DAIKIN NORTH AMERICA LLC • 19001 Kermier Road • Waller, TX 77484

Main: 713.861.2500 • Marketing Fax: 713.331.3275

[www.northamerica-daikin.com](http://www.northamerica-daikin.com)



# TECHNICAL SERVICE BULLETIN



| Table 4                                |            |
|--|------------|
| Drain Pan with Metal Reinforcement Kit |            |
| Coil width                             | Kit number |
| A (14" wide)                           | DPKT3A     |
| B (17.5" wide)                         | DPKT3B     |
| C (21" wide)                           | DPKT3C     |
| D (24.5" wide)                         | DPKT3D     |

### **Instructions for coils in inventory that have not been installed**

Inspect your inventory of coils as listed in **Table 1** (no "A" in the fifth digit) with serial numbers between 1901 & 2101. Some of these units may have an orange dot on the traveler label found on the packaging (refer to **Image 1** below).

#### **Image 1**



If this orange dot is observed, this indicates the coil has already been modified and requires no further action.

All coils within the specified serial range missing the orange dot on the traveler label must be reworked to include the new drain pan with reinforcement as listed in **Table 4**.

#### **\*\*\*UPDATE\*\*\***

1. If you have coils in inventory, acquire the appropriate kits as listed in Table 4 **from Order Services**. Labor will be provided at \$25 per unit. You must submit an inventory rework report (attached) to warranty administration at [Warrantyclaims@DaikinComfort.com](mailto:Warrantyclaims@DaikinComfort.com) using subject title (SF-090) in your email. All forms must be returned in Excel. No handwritten forms will be accepted.

### **Instructions for drain pans in inventory that have not been installed**

For any service replacement drain pan with part numbers BT5076500DF, BT5076501DF, BT5076502DF or 0161D00089, distributors should contact their CSR to have these drain pans returned to DTTP. Replacement drain pans with those part numbers may no longer be sold or otherwise distributed for use by consumers.

Note: This Sales Bulletin constitutes "Confidential Information" as defined in, and is subject to the terms of, your Distributor Sales Agreement.



## TECHNICAL SERVICE BULLETIN



### Additional important information

#### \*\*\*UPDATE\*\*\*

To clarify and to minimize the time in scheduling the repair work, contractors are encouraged to initiate repair work with their customers and/or perform the repair work, even if the consumer registered online for the recall and received the repair kit from the recall administrator. The installing contractor or a qualified contractor of the homeowner's choice may perform the repair work. Contractor must hold all required licenses to service air conditioning and gas furnace equipment in your local area.

It is recommended the claim be filed immediately to avoid duplication of contact with the consumer to do the repair. Once the claim is filed in Warranty Express, the system will be marked as complete. To file the claim within Warranty Express, use the applicable code below adding labor and the BGK/DPK part number as the failed part number and leave the replacement part number filed blank if the consumer received the part from the recall administrator.

Class "A" labor will be paid to install the Blower Guard Kit on any furnace as identified in **Table 3** matched with a coil as listed in **Table 1** if the coil serial prefix is between 1901 to 2101. Claim must be filed using Authorization Code **8721**.

If the Drain Pan with Metal Reinforcement Kit is installed, it is not necessary to install the Blower Guard Kit. Class "A" labor will be paid to replace the drain pan if it is not necessary to break into the sealed system. Claim must be filed using Authorization Code **8722**. This applies to all applications where the drain pan must be replaced.

If it is necessary to break into the sealed system to replace the drain pan with the Drain Pan with Metal Reinforcement Kit as listed in **Table 4** above, Class "D" labor will be paid. Claim must be filed using Authorization Code **8723**. This applies to drain pan replacement for all applications where the drain pan must be replaced.

Claims must be filed on Warranty Express as an Authorization type claim, using Authorization Code number as specified above. The claim for the part and labor should be filed as one claim, using the Dealer's account number.

Please consult the Warranty Department if you need assistance with this process. The claim will be paid upon review by the Warranty Department. Warranty Claims will be approved for equipment that is still covered under the terms of Standard Warranty. **Claims should be submitted within 45 days from the date of repair.**

Note: This Sales Bulletin constitutes "Confidential Information" as defined in, and is subject to the terms of, your Distributor Sales Agreement.

DAIKIN NORTH AMERICA LLC • 19001 Kermier Road • Waller, TX 77484

Main: 713.861.2500 • Marketing Fax: 713.331.3275

[www.northamerica-daikin.com](http://www.northamerica-daikin.com)