

# SERVICE BULLETIN



Carrier Corporation

North American Operations

---

**Title:** Leak Identification and Reduction

**Number:** C9832

**Date:** 12/11/98

**Models Affected:** 19XR, 19XRT, 23XL

**Supersedes:** New

**Date:** N/A

## **Purpose:**

To obtain detailed, timely feedback from service personnel whenever a leak is repaired within the affected product's warranty period. This information will be used to implement product improvements.

## **Background:**

CSS (Commercial Systems & Services) has formed a number of Corrective Action Teams (CAT's) to investigate and resolve product problems which result in warranty claims. One of these CAT's has been challenged to reduce "leaks" on the 19XR and 23XL product lines. Many warranty claims processed through the SAMS system are for leaks. Unfortunately, there is not enough detail in this information to adequately identify the specific leak location or type of leak.

## **Instructions:**

Utilize the attached 1-page data collection form in conjunction with existing procedures to thoroughly document and define as many details as possible when a leak is repaired within the warranty period. FAX the completed form to CSS Service Engineering in Syracuse at (315) 432-6572. Please make copies of the attached data collection form because it is not set up to be ordered through literature distribution.

## **Expected Results:**

Improvements in product design and manufacture that will significantly improve the leak integrity of the product are expected.

*OUR THANKS TO ED WRIGHT FOR DRAFTING THIS BULLETIN AND DATA COLLECTION FORM.*

Prepared by: Regis Kelsesky

Approved by: Alan M. Johnson



**Carrier Corporation**

Commercial Systems & Services  
P.O. Box 4808  
Syracuse, New York 13221

# WARRANTY CORRECTIVE ACTION TEAM LEAK IDENTIFICATION FIELD DATA COLLECTION

Name: \_\_\_\_\_  
Office Location: \_\_\_\_\_

Date: \_\_\_\_\_  
Phone: \_\_\_\_\_  
FAX: \_\_\_\_\_

**EQUIPMENT INFORMATION:**

Model No.: \_\_\_\_\_  
Serial No.: \_\_\_\_\_  
Jobsite Name/Customer: \_\_\_\_\_  
Location: \_\_\_\_\_  
Start Date of Equipment: \_\_\_\_\_

**LEAK TYPE:**

- Refrigerant 134a
- Refrigerant 22
- Water
- Oil
- Other - Specify:  
\_\_\_\_\_

**JOINT TYPE:**

- Gasket
- O-Ring
- Pipe Thread
- Swagelok®
- Weld
- Braze/Solder
- Other - Specify:  
\_\_\_\_\_

ROTARY CHILLER 4-DIGIT FAILURE CODE: \_\_\_\_\_ (Example: B410)

DETAILED DESCRIPTION OF WHERE LEAK OCCURRED:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DETAILED DESCRIPTION OF HOW LEAK WAS REPAIRED:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PLEASE FAX THIS COMPLETED FORM TO CSS SERVICE ENGINEERING  
(ATTENTION: REGIS KELSESKY) AT 315-432-6572**



**Carrier Corporation**

Commercial Systems & Services  
P.O. Box 4808  
Syracuse, New York 13221

# WARRANTY CORRECTIVE ACTION TEAM LEAK IDENTIFICATION FIELD DATA COLLECTION

Name: \_\_\_\_\_  
Office Location: \_\_\_\_\_

Date: \_\_\_\_\_  
Phone: \_\_\_\_\_  
FAX: \_\_\_\_\_

**EQUIPMENT INFORMATION:**

Model No.: \_\_\_\_\_  
Serial No.: \_\_\_\_\_  
Jobsite Name/Customer: \_\_\_\_\_  
Location: \_\_\_\_\_  
Start Date of Equipment: \_\_\_\_\_

**LEAK TYPE:**

- Refrigerant 134a
- Refrigerant 22
- Water
- Oil
- Other - Specify:  
\_\_\_\_\_

**JOINT TYPE:**

- Gasket
- O-Ring
- Pipe Thread
- Swagelok®
- Weld
- Braze/Solder
- Other - Specify:  
\_\_\_\_\_

ROTARY CHILLER 4-DIGIT FAILURE CODE: \_\_\_\_\_ (Example: B410)

DETAILED DESCRIPTION OF WHERE LEAK OCCURRED:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DETAILED DESCRIPTION OF HOW LEAK WAS REPAIRED:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PLEASE FAX THIS COMPLETED FORM TO CSS SERVICE ENGINEERING  
(ATTENTION: REGIS KELSESKY) AT 315-432-6572**