



Service Information

File In/With: -		SI0378	
		New	218
Equipment Affected:	YLAA		
Scroll Compressor Motor Protector – MANDATORY RETURN			

PROBLEM

There have been instances where the motor protectors on some YLAA Bitzer scroll compressors have failed. Should a motor protector fail, you must now return the motor protector directly to Bitzer for engineering failure analysis.

If a Bitzer scroll compressor fails requiring the compressor AND the motor protectors to be replaced, you must return the motor protector along with the scroll compressor to Bitzer.

This is a mandatory requirement.

DO NOT request a JCI return material authorization (RMA) or send the equipment to the JCI Warranty Return Center (WRC). The only documentation needed when returning this specific equipment is the Bitzer RMA. The form to request the RMA from Bitzer is on *page 2* of this SI.

Complete the form and fax to 770-503-9440, or email the form to RMA@BITZERUS.com.

A Bitzer RMA will be issued upon receipt of the completed form. Bitzer can also be contacted at 770-503-9226 or by email at techsupport@bitzerus.com.

NOTE: ALL INCOMPLETE FORMS WILL BE REJECTED AND RETURNED FOR COMPLETION.

BPC Part Number: 347040-1

These modules are sealed enclosures and JCI does not have proper equipment to test them. They must be returned to Bitzer/Lodam for analysis.

Shipment address:
See *page 2*.



LD23584

Work on this equipment should only be done by properly trained personnel who are qualified to work on this type of equipment. Failure to comply with this requirement could expose the worker, the equipment and the building and its inhabitants to the risk of injury or property damage.

The instructions on this service bulletin are written assuming the individual who will perform this work is a fully trained HVAC & R journeyman or equivalent, certified in refrigerant handling and recovery techniques, and knowledgeable with regard to electrical lock out/tag out procedures. The individual performing this work should be aware of and comply with all Johnson Controls, national, state and local safety and environmental regulations while carrying out this work. Before attempting to work on any equipment, the individual should be thoroughly familiar with the equipment by reading and understanding the associated service literature applicable to the equipment. If you do not have this literature, you may obtain it by contacting a Johnson Controls Service Office.

Should there be any question concerning any aspect of the tasks outlined in this bulletin, please consult a Johnson Controls Service Office prior to attempting the work. Please be aware that this information may be time sensitive and that Johnson Controls reserves the right to revise this information at any time. Be certain you are working with the latest information.



BITZER US, Inc
 4031 Chamblee Road
 Oakwood, GA 30566

Ph: 770-503-9226
 Fax: 770-503-9440
 E-mail: rma@bitzerus.com

DATE: _____

RETURN MATERIAL AUTHORIZATION (RMA) REQUEST FORM

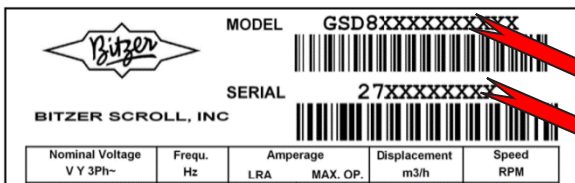
AN RMA WILL BE ISSUED UPON RECEIPT OF THIS COMPLETED FORM. ALL INCOMPLETE FORMS WILL BE REJECTED AND RETURNED FOR COMPLETION. PLEASE FAX THE COMPLETED FORM TO (770) 503-9440 OR EMAIL TO RMA@BITZERUS.COM

Once RMA is received ship compressor prepaid with a copy of the RMA to the following address.

Bitzer Scroll, 6055 Court St Road, Syracuse, NY 13206

CONTACT INFORMATION

COMPANY _____
 ADDRESS _____
 CITY, STATE, ZIP _____
 CONTACT PERSON _____
 PHONE _____
 FAX/EMAIL _____



PLEASE COMPLETE THIS SECTION FOR COMPRESSOR AND PART RETURNS:

BITZER MODEL / JCI PART # _____

COMPRESSOR SERIAL # _____

FAILURE LOCATION

FIELD FAILURE _____ AT MANUFACTURING PLANT _____

REASON FOR RETURN

- WARRANTY _____
- CORE CHARGE RETURN _____
- REPAIR & RETURN (MUST HAVE APPROVAL) _____

NUMBER OF FAILURES IN UNIT

X 1ST FAILURE 2ND FAILURE 3RD FAILURE

x TEARDOWN REQUESTED **
 ** (\$150 Charge for out of Warranty)

DEALER TEARDOWN REPORT PROGRAM***
 *** (3 Free out of Warranty reports/year for dealers only)

REFRIGERANT TYPE _____

START DATE _____

FAILURE DATE _____

Circuit # / Compressor Location _____

Geographic Location _____

Operation Conditions _____

Chiller Model & Serial # _____

JOB NAME _____
 & ADDRESS _____
 (CITY, ST & ZIP) _____

CONTRACTOR _____

DESCRIPTION OF FAILURE (PLEASE BE SPECIFIC):

Compressor Failure Codes

FAILURE	CODE	
Locked Rotor Amps	1	<input type="checkbox"/>
Motor Grounded	2	<input type="checkbox"/>
Motor Open Winding	3	<input type="checkbox"/>
Noise	4	<input type="checkbox"/>
Circuit Flooded H2O	5	<input type="checkbox"/>
Reverse Rotation @ Shutdown (Screw / Scroll)	6	<input type="checkbox"/>
Refrigerant Leak	7	<input type="checkbox"/>
Trip on High Discharge Temp	8	<input type="checkbox"/>
Trip on Motor Protection	9	<input type="checkbox"/>
Other	10	<input type="checkbox"/>

RETURN CUSTOMER MATERIAL AFTER INSPECTION: YES _____ NO _____
Freight Carrier & Account # _____

Bitzer US reserves the right to scrap any returned compressor after inspection, unless the customer provides written notice in advance that the compressor should be returned (freight paid by customer). Please check the "Return Customer Material" box above and provide a freight account number if the compressor is to be returned. Note, core charges will not be refunded if the compressor is returned back to the customer.