



BY JOHNSON CONTROLS

Service Information

File In/With: XXX		S10094	
		Supersedes (613)	REV 913
Equipment Affected:	Series 100 Rooftop units with Danfoss Variable Frequency Drives		
Warranty Repairs on Danfoss Variable Frequency Drives			

When a Series 100 unit is having Danfoss VFD issues during the warranty period, JCI Systems and Service personnel **MUST** call the Danfoss technical support hot line for VFD troubleshooting assistance. In most cases, internal drive components can be replaced instead of replacing the entire VFD. This measure is aimed at reducing the overall warranty costs.

Danfoss VFD's are used for the Supply, Exhaust, or Return fans on Series 100 units, and are clearly marked with the Danfoss logo. Condenser fan VFD's are not manufactured by Danfoss.

Once it is determined there is an issue with a Danfoss VFD during the warranty period, JCI personnel have (2) options with which to choose from to resolve the issue.

Failure to follow this procedure will result in the rejection of an SD warranty claim, and all costs will be assumed by the JCI branch.

OPTION 1

- JCI personnel should contact **Danfoss Technical Support** at 1-800-432-6367 (8:00am-5:00pm CST). Technicians will need to have the Danfoss model and serial number.
- A Danfoss technical support representative will troubleshoot the VFD with the JCI technician.
- Once the defect has been identified, the Danfoss technical support representative will determine the correct course of action.
- If internal drive parts are needed, Danfoss will ship those parts to the JCI branch. The JCI branch will be invoiced for the parts, but will receive 100% credit once the defective parts are returned to Danfoss.
- Replace the defective parts and test VFD operation.
- In the rare instance that the Danfoss technical support representative determines that the entire VFD needs to be replaced, the JCI branch should order the new VFD through the Baltimore Parts Center. The defective Danfoss VFD **MUST** be returned to the Warranty Return Center marked Attn: Anila Patel.

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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.

7. All labor and mileage will be covered through the standard SD warranty procedure.
 - a. Repairs parts sent from Danfoss should not be entered in the SD warranty claim. If the JCI branch fails to return the defective parts, the cost for those parts will be assumed by the JCI branch.
 - b. If a new Danfoss VFD is needed, please follow the standard SD warranty process.

OPTION 2

1. JCI personnel should contact **Danfoss Technical Support at 1-800-432-6367** (8:00am-5:00pm CST). Technicians will need to have the Danfoss model and serial number.
2. A Danfoss technical support representative will contact the local Danfoss service partner and dispatch them to the jobsite. Typical response time is within 48 hours.
3. The local Danfoss service partner will determine the VFD defect and repair. JCI personnel should be onsite providing assistance.
4. Labor and mileage will be covered following the standard SD warranty process.

Option 1 above should also be utilized for Series 100 units that have extended 2 or 5 year parts and/or labor warranties. JCI branches will not be credited for replacement parts on Series 100 units with extended warranties, but this will reduce the overall warranty cost. The replacement parts costs should be entered in the SD warranty claim.

If you have any questions regarding the above procedures, please feel free to contact Airside Commercial Products Technical Support.

Phone: 1-800-524-1330 then menu options 6-1-1-4-3 (M-F 7:00am-5:00pm EST)

Email: cg-escommercialtechsupport@jci.com