



SERVICE BULLETIN

Overview: When an operating EarthLinked® system is “topped-off” with refrigerant because of a suspected leak, the root cause of the system problem has not been addressed and proper corrective action has not been initiated. The likely result will be additional dealer call-backs and eventual system failure. Problem diagnosis and appropriate service action must be initiated when refrigerant leakage is first suspected, to correct the problem, thus ensuring customer satisfaction and minimizing costs to the dealer and ETI.

Scope: This applies to all EarthLinked® heating and cooling systems and commercial water heating systems utilizing all refrigerants.

Action by Dealers and Sales Representatives: Proper diagnosis of the root cause for refrigerant leakage and the appropriate service remedy is the only acceptable process for authorized ETI dealers and sales representatives. “Topping-off” a leak with refrigerant charge is not professional and not an acceptable corrective action for servicing EarthLinked® systems.

Action by ETI: Effective immediately, ETI will not accept warranty claims solely for “topping-off” an EarthLinked® system. Charging a system with refrigerant will be honored when done in conjunction with a recognized and appropriate system repair, referenced in the attachment, “In-Warranty Allowances for EarthLinked® Components and DIRECT ACCESS® Earth Loops” (LIT-66)

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