



## TECHNICAL SERVICE BULLETIN



### TSB D-GN-LC-0025

**Date:** February 23, 2023

**To:** Internal, Sales, Distribution, and Sales Representatives

**From:** Technical Service Department

**Subject:** Revision - Light Commercial RTU DBG/C 7.5- to 12.5-Ton Condensate Management

It has come to our attention some 7.5- to 12.5-ton air conditioners (DBC) and gas/electric (DBG) packaged rooftop units may, under certain conditions, experience condensate bypassing the drain pan. If experiencing this condition, please follow the instructions below along with the Flashing Kit instructions (IO-941) included.

Models Groups Affected	
DBG090-150	DBC090-150

**Note:** This bulletin does not apply to the DR and DF models.

To correct condensate bypassing the drain pan on installed or uninstalled equipment, select the appropriate Flashing Kit listed below. The Flashing Kit will be installed between the filter rack and the condensate pan as illustrated in the instructions provided with each kit. Flashing Kits can be ordered immediately through your Customer Service Representative.

Flashing Kit by RTU Tonnage		
7.5- and 8-Ton (090-	10-Ton (120)	12-Ton (150)
Kit #: FLSHRCKSHLD <b>78</b>	Kit #: FLSHRCKSHLD <b>10</b>	Kit #: FLSHRCKSHLD <b>12</b>

#### Warranty Claims

##### 1. Installed Equipment

Daikin will subsidize the cost of the kit and pay a labor allowance of \$300.00 for each reworked unit if installed prior to April 1, 2023. All claims for authorization code 8736 must be for units installed prior to April 1, 2023.

##### 2. Uninstalled Equipment or Equipment Installed After April 1, 2023

Daikin will subsidize the cost of the kit and pay a labor allowance of \$75.00 for each reworked unit. Authorization code 8737 also applies to any kit installed at the time of installation or for new units installed after April 1, 2023.

Claims must be filed on Warranty Express as an **Authorization** type claim, using authorization code number **8736 for installed units** and code **8737 for uninstalled units**. The claim for the part and labor should be filed as one claim, using the servicer's account number. The model and serial number for each unit must be provided. Please consult the Warranty Department if you need assistance with this process. All claims for this project must be submitted by December 1, 2023.

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If you have technical questions, please call 1-855-DAIKIN1, option 4, or e-mail [TechnicalServicesDaikin@daikincomfort.com](mailto:TechnicalServicesDaikin@daikincomfort.com).

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