



TECHNICAL SERVICE BULLETIN

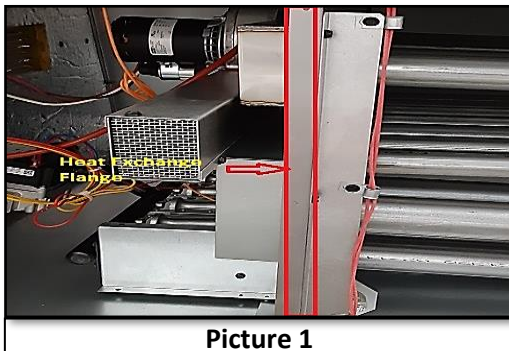


TSB-OT-0005

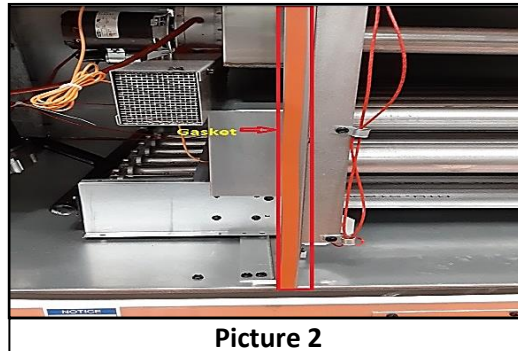
Date: October 27, 2020
To: Internal, Sales, Distribution, Sales and Service Representatives
From: Stuart Werner, Vice President, Technical Services
Subject: Missing Gasket - DBG 7.5- to 10-Ton Packaged Rooftop Product

Issue

Daikin North America LLC has recently identified an issue with DBG 7.5- to 10-ton packaged rooftop units. A gasket separating the supply side from the combustion chamber was missing from the heat exchanger flange, as shown below in Picture 1. The purpose of the gasket is to prevent supply air from entering the combustion chamber and affecting heating operation as shown in Picture 2. This issue has now been corrected in production.



Picture 1



Picture 2

Models Affected

Model numbers shown below, with serial numbers prior to 2009018390, are affected.

DBG0903SH00005C	DBG1023VH00001S
DBG0903VH00001S	DBG1023VH00012C
DBG0904SH00003C	DBG1203SH00002C
DBG0904SH00009C	DBG1203VH00001F
DBG0904SH00011C	DBG1203VH00001S
DBG0904VH00001S	DBG1204SH00002C
DBG0907VH00001S	DBG1204VH00001S

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www.northamerica-daikin.com



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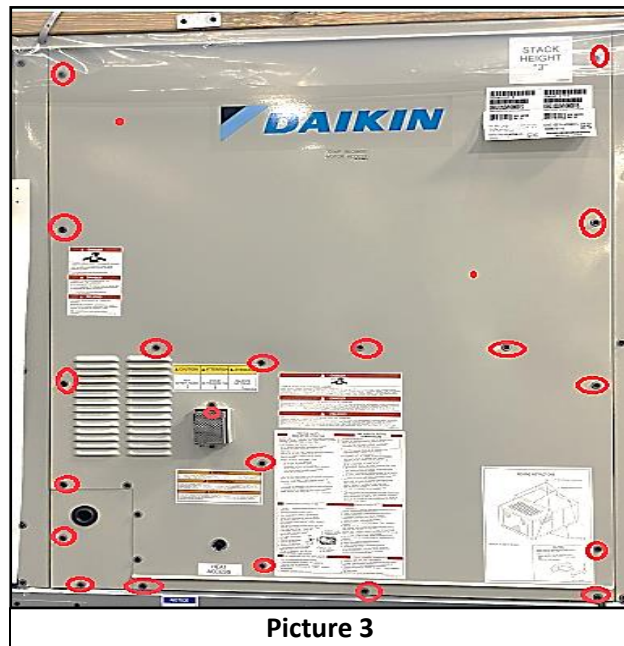
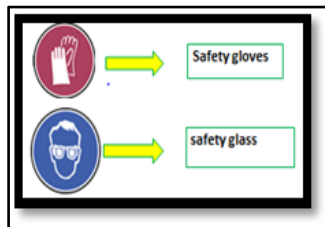
Solution

Daikin regrets any inconvenience that this may have caused to our customers. For customers with affected models, a kit has been created (**Part Number: CSSKT01**) and can be ordered through service parts.

Instructions for Rework

Step 1

Remove the front cover panel by removing all “red” circled screws as shown in Picture 3. Carefully place the panel in the safe place/position to prevent panel scratches.



Picture 3

(Continued on next page)

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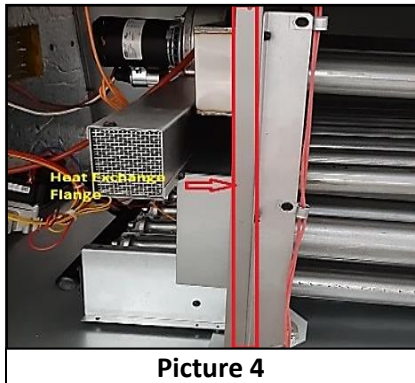


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Step 2

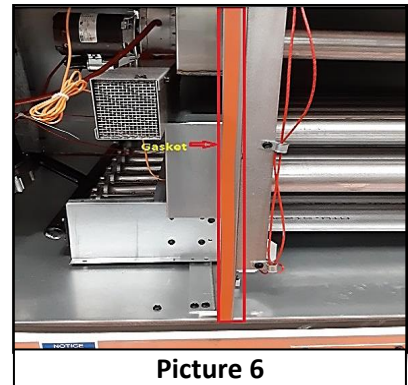
Install the seal strip (Gasket), from kit CSSKT01, to the heat exchanger flange (Picture 4) by removing the adhesive cover protection (Picture 5), and installing the gasket to the outside flange of the heat exchanger (Picture 6), ensuring that the gasket aligns with the width of the flange.



Picture 4



Picture 5



Picture 6

Step 3

Re-install the front cover panel on the unit (Picture 7).

Reimbursement

Daikin will pay \$75 for labor for the installation of the kit. Claims for units must be filed through Warranty Express with an authorization type claim, using authorization code number **8765**. The claim for labor should be filed as one claim using the contractor's account number. Please consult the Warranty Department if you need assistance with this process by calling 1-855- DAIKIN1. The claim will be paid upon review by the Warranty Department. Warranty claims will be approved for equipment that is still covered under the terms of standard warranty.



Picture 7

All claims for this project must be submitted by December 31, 2021.

Please contact Technical Services at TechServices@daikincomfort.com if you have any questions.

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