



TECHNICAL SERVICE BULLETIN



TSB D-LC-0039

Date: October 6, 2023
To: Internal, Sales, Distribution, and Sales Representatives
From: Technical Service Department
Subject: Inspection and Repair of DFC/DFG Condensate Drain Pan Supports

It has come to our attention that some 7.5- and 8.5-ton air conditioners (DFC) and gas/electric (DFG) packaged rooftop units produced prior to serial number 2308224444 may have been produced with the drain pan support brackets installed incorrectly.

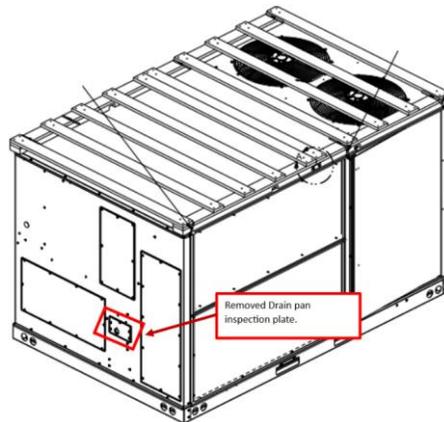
Model Groups Affected	
DFG090-102	DFC090-102

Below are instructions on how to inspect for the possible issue.

To inspect the drain pan assembly:

1. Disconnect the condensate drain trap.
2. Remove the drain pan inspection plate shown in Figure 1 below.

Figure 1



(Continued on next page)

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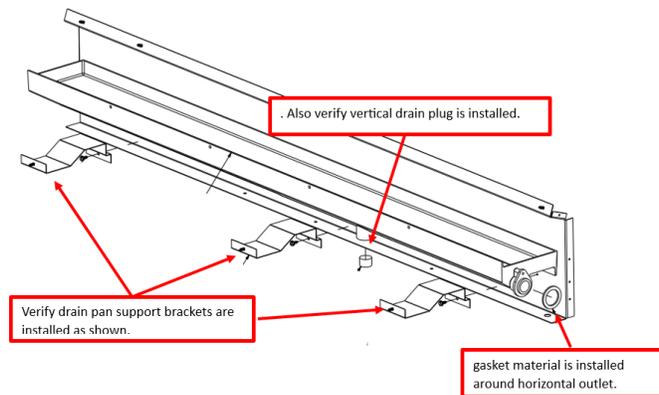


Once the inspection plate has been removed:

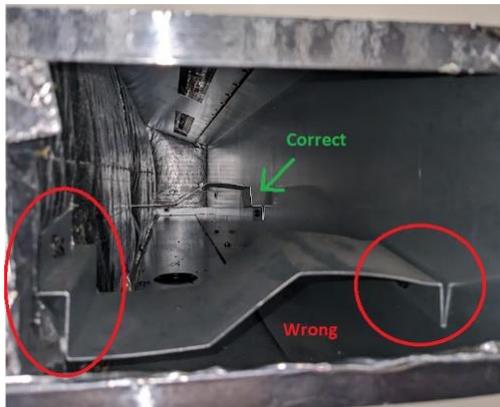
1. Remove the drain pan.
2. Inspect the drain pan for vertical drain plug and gasket or any other possible defects.
3. Inspect the support brackets.

Note: See Figure 2 below for assembly details.

Figure 2



Example of incorrect install:



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Once the inspection has been completed and the assembly verified, re-assemble the drain pan:

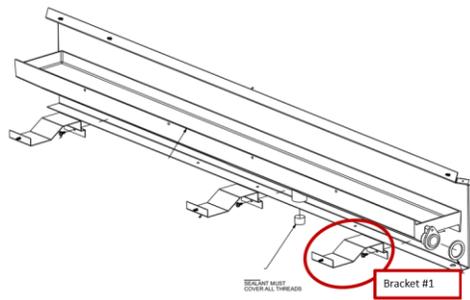
1. Reinstall the drain pan
2. Reinstall the inspection cover
3. Reconnect condensate trap

Note: If the support brackets are found to be incorrect, as shown in the image above proceed to the "Repair Process" below.

Repair Process:

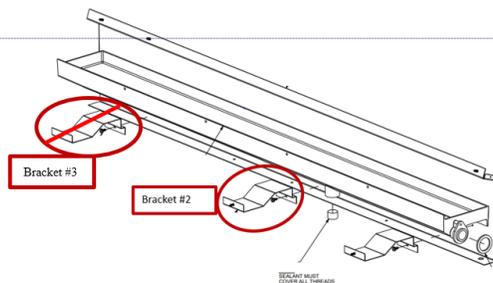
Tools needed:

- Right angle drill attachment or equivalent (see image to the right)
 - Drill
 - Drill Extensions as needed.
 - 5/16" hex driver
1. Remove the front bracket #1 and set aside.
 - a. You will need this bracket in step number #4.



2. Remove the middle bracket #2.

Note: Bracket #3 does not need to be removed regardless of orientation.



Commented [PB1]: Jimmy Number 2 move circle and bracket number 1 to bracket 2

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3. Reinstall the middle bracket #2 in the correct orientation.
4. Reinstall the front bracket #1 in the correct orientation.
5. Reinstall the drain pan.
6. Reinstall the drain pan cover.
7. Reconnect condensate trap.

Warranty Claims

Installed Equipment

Daikin will subsidize a labor allowance of Rate B for each reworked unit if installed prior to Serial number 2308224444. All claims for authorization code 8767 must be for units installed prior to serial number 2308224444.

Uninstalled Equipment

Daikin will subsidize the cost of the kit and pay a labor allowance of Rate A for each uninstalled, reworked unit prior to Serial number 2308224444. All claims for authorization code 8768 must be for uninstalled units prior to serial number 2308224444.

Claims must be filed on Warranty Express as an Authorization type claim, using authorization code number 8767 for installed units and code 8768 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.

If you have technical questions, please call 1-855-DAIKIN1, option 4, or e-mail TechnicalServicesDaikin@daikincomfort.com.

If you have any technical questions, please call 1-855-DAIKIN1, option 4, or e-mail TechService@daikincomfort.com.

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