

Technical Service Bulletin:

Potential Missing Charge Compensator

Models: CA009 – Rev C Water Source Heat Pump



BOSCH



Please read this entire document prior to proceeding with any work.



WARNING:

- ▶ This bulletin is intended to provide technical guidance to a professional who is qualified to work on gas boiler products and 110vac electrical components. If you are not qualified to work on such equipment, please obtain the services of such a professional.

If you have any questions regarding the information provided in this document, please contact the Bosch Technical Support Department by phone at 1-800-283-3787, or via email at ac.techsupport@us.bosch.com

Background

We have identified the possibility that a very limited number of CA009 heat pumps that left our production facility between 9/30/2019 and 10/30/2019 were not assembled correctly.

What Was Incorrect About The Assembly?

The affected units had an incorrect TXV valve installed, and the charge compensator component was left out of the unit.

What Symptoms Could Be Expected?

The product may not cool or heat at an expected performance level, or it may not cool or heat at all.

There is no safety risk present.

How to Diagnose if a Unit is Affected

Examine the internal components to see if the charge compensator is installed (see fig.1 below):

- ▶ If the charge compensator is present; The product was assembled correctly and no further action is required.
- ▶ If the charge compensator is missing; This is an affected product.



Figure 1

Solutions

If the affected product is a model that has a **Copper** coaxial heat exchanger installed, then the solution is to simply reduce the refrigerant charge from 28oz down to 20oz. No other action needs to be taken.

Unfortunately, affected CA009 products that contain a **Cupro-Nickel** coaxial heat exchanger must be replaced, as there is no field fix available. Please initiate a warranty replacement claim with reference to "RMA70000706".