

Technical Service Bulletin:

Excessive Operation Noise - Charge Reduction

Models: EP018-VT Water Source Heat Pump



BOSCH



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



This bulletin is intended to provide technical guidance to a professional who is licensed and qualified to work on heat pump products, components, and refrigerant. If you are not qualified to work on such equipment, please obtain the services of such a professional.

Background

We have determined that, under certain specific conditions, some production runs of the EP018-VT may operate with noise levels that are perceived as excessive.

This has been found to impact models manufactured prior to August 2018* operating with entering water temperatures greater than 90 degrees F.

* To determine if your EP018-VT falls into that production age group, please check the rating label and observe the three numbers in the Serial# that are outlined below:

“Serial / Sériel #: xxxx **xxx** xxxxxxxx-xxxxxxxxxxxx”.

If the three numbers are equal to, or less than, “856”, then this indicates that your product is in the production age group that may be impacted.

Resolution

Factory testing has shown that reducing the refrigerant charge from 46oz to 34oz reduces perceived noise and unit vibration, while also improving efficiency and having an overall positive impact on product reliability.

Therefore any unit with 46oz of refrigerant that is experiencing unsatisfactory noise levels can resolve the issue by reducing the charge to 34oz.

For units not experiencing noise issues, the charge can be reduced during a regular service interval to align with the current unit specification and to gain the efficiency benefits.

Once you have completed the work, please contact our Technical Support team (contact details are listed at the bottom of this bulletin) and they will arrange for a sticker to be sent to you that should be affixed to the heat pump, indicating that the charge has been reduced.

When contacting the team, please be ready with the following information:

1. Owner's Name
2. Installation Address
3. Serial Number
4. Full Model Number
5. Heat Pump's Date Of Installation
6. Date That The Charge Was Reduced

If you require any further assistance on this topic, please contact our technical support team on 1-800-283-3787, or via email at ac.techsupport@us.bosch.com.



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Bosch Thermotechnology Corp.
65 Grove Street
Watertown, MA 02472

Tel: 1-866-642-3198
Fax: 1-603-965-7581

www.bosch-thermotechnology.us