

Technical Service Bulletin:

Excessive Condensation

Models: Inverter Ducted Split Heat Pump Products



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.

Overview

Under certain conditions, it has been noted that excessive moisture may be present either within the product or on the exterior of the cabinet.

We have investigated the reports and have found that excessive condensation is possible under one or more of the following conditions:

1. Excessive moisture inside the product may be caused by condensation being blown off the coil and missing the drain pan. This may occur if;
 - a. The unit is oversized for the specific application.
 - b. The static pressure is outside of the acceptable range.
2. Moisture on the exterior of the cabinet may occur if the unit is installed in a space that experiences high temperature and high humidity (for example; an attic space).

Field Resolution (All Models)

1. The first step in minimizing the potential for excessive condensation is to ensure that the most suitable IDS model was installed for the application, and that the static pressure is within the correct range. For product specifications and full installation requirements, please refer to the installation manual for the IDS model that is installed.
If you no longer have a copy of the installation manual, an electronic copy can be downloaded from this web page; <https://www.bosch-thermotechnology.us/us/en/residential/service/documents-media/>
2. If the product is installed in a space where the temperature exceeds 86 °F and a relative humidity of 80% and higher, we recommend that an HVAC contractor wrap the exterior of the product with an insulation material that has an R-value that satisfies local codes (if applicable) and is appropriate for the environmental conditions of the area of installation.

3. If the unit is installed in a horizontal application above a finished ceiling or a living space, an installer-supplied secondary drain pan is recommended.

Additional Field Resolution (Specific Only to BVA-60HDN1-M18M Models That are Installed in Horizontal Applications)

If the previously outlined solutions are not feasible, we have made available an after-market solution that can be ordered from your distributor and installed into the product to catch the moisture via an extension lip.

Extension Drip Pan Part Number – 8733955686.

When installed, the lip of the new component will extend approximately 4in beyond the end of the A coil to catch the condensation and channel it back to the drip pan through the coil fins (see Fig.1).



Figure 1

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