



# Service Information

File In/With: -

Supersedes SI0375 (1019)

SI0375

REV

1119

Equipment  
Affected:

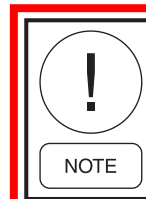
YCAV, YCIV, YLAA, and YVAA Chillers

QTI Thermistor - Sensor  
MANDATORY RETURN

## GENERAL

If a thermistor is replaced in the field, it is mandatory that the thermistor be returned to the factory for engineering analysis (follow instructions on *page 2*). Refer to the table below for specific part numbers.

PART NUMBER (P/N)	EQUIPMENT	REPORTED FAILURE
025-47688-000	YVAA & YLAA	Ambient
025-47669-000	YVAA & YLAA	Chilled Liquid 1
025-47670-000	YVAA	Discharge
025-47671-000	YVAA & YLAA	Chilled Liquid 2
025-47673-000	YVAA & YLAA	Suction / Liquid
025-47672-000	YCIV & YCAV	Discharge



***NOTE: Return ALL failing  
sensors.***

**You must check the following** before reporting failing thermistors or replace them in the field.

1. Inspect the connector for any debris or rust. Re-connect the thermistor to the wire harness and check if there is a change in temperature.
2. Ensure the thermistor installation is snug. If loose, it may result in inaccurate measurements.
3. If there are 2 sensors (Suction temp and Water temps or System 1 and System 2), swap them quickly and compare display readings.
4. Dip sensor in ice water and compare display temperature (to be 32° F), which should not work for ambient air temperature sensor and discharge temperature sensor.
5. On Board: check both the voltage to the sensor (5 VDC) and voltage coming back to the board (0-5 VDC), and compare the voltage readings to the tables in the unit IOM.
6. With sensors unplugged at both the ends, check continuity between red and black to ensure that the wires are not shorted.

Work on this equipment should only be done by properly trained personnel who are qualified to work on this type of equipment. Failure to comply with this requirement could expose the worker, the equipment and the building and its inhabitants to the risk of injury or property damage.

The instructions on this service information letter are written assuming the individual who will perform this work is a fully trained HVAC & R journeyman or equivalent, certified in refrigerant handling and recovery techniques, and knowledgeable with regard to electrical lock out/tag out procedures. The individual performing this work should be aware of and comply with all Johnson Controls, national, state and local safety and environmental regulations while carrying out this work. Before attempting to work on any equipment, the individual should be thoroughly familiar with the equipment by reading and understanding the associated service literature applicable to the equipment. If you do not have this literature, you may obtain it by contacting a Johnson Controls Service Office.

Should there be any question concerning any aspect of the tasks outlined in this bulletin, please consult a Johnson Controls Service Office prior to attempting the work. Please be aware that this information may be time sensitive and that Johnson Controls reserves the right to revise this information at any time. Be certain you are working with the latest information.

Include the following information with the failed component.

Chiller Serial Number: \_\_\_\_\_

Claim Number (if available): \_\_\_\_\_

How did the component fail:

- ☐ Temperature too high
- ☐ Temperature too low
- ☐ Incorrect temperature
- ☐ Intermittent failure

Please return failing components to the shipment address below.

**Johnson Controls**  
**Warranty Return Center**  
**5000 Renaissance Drive**  
**Building 2, Door J**  
**New Freedom, PA 17349**  
**Attn: Greg Rzeplinski**