

C-13-15, December 19, 2013

XP25 Outdoor Fan Vibration

AFFECTED MODELS

All XP25 Series Heat Pump Units

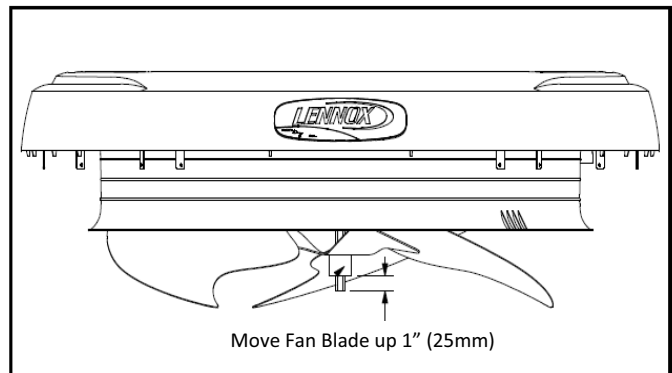
ISSUE

Isolated field reports of outdoor fan vibration in the above units. These units use a two piece motor/fan blade assembly (variable speed motor and a metal swept fan blade design). From the factory, the fan blade is aligned with the end of the shaft on these motors. There have been some isolated reports that when the outdoor fan is running above 400 RPM there is a noticeable vibration.

CORRECTIVE ACTION

In-house testing has confirmed that if the blade is moved up on the shaft towards the motor 1" (25 mm), the vibration stops. It has been confirmed that moving the fan blade location as indicated does not affect the air or capacity performance of the outdoor unit.

NOTE: Relocating the fan blade up more than 1" could create an interference issue with the orifice ring. If moving the blade up does not correct vibration issues, a fan replacement may be required.



Factory installed fan blade located at end of shaft.