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Subject:
C/FVXM-A (R32) floorstanding compatibility issue with R410A VRV outdoor unit

Dear Madam,
Dear Sir,

With this Rapid news we want to inform you about a compatibility issue between R32 floor standing C/FVXM-A units and R410A VRV outdoor units.

CVXM20A	+	Heat pump	Mini VRV
FVXM25A		VRV IV (-T series)	VRV IV-S (-T series)
FVXM35A		VRV IV+ (-U series)	
FVXM50A		VRV IV-W+ (-T9 series)	
FVXM60A			

PROBLEM DESCRIPTION:

When trying to connect the new floor standing indoor units to an R410A VRV outdoor unit with a BP box, what is an official combination according to RNPI 18-034c, the floor standing units will show UA-error (= improper combination of indoor unit and outdoor unit). It's not possible to clear the error or make the unit operate.

ROOT CAUSE:

As the combination of the R32 floor standing units with bigger R32 multi split outdoor units (3*/4/5MXM) is not allowed due to legislation (in case of leak maximum R32 refrigerant in the indoor room could be over 1.8 kg), the indoor unit software checks the compatibility when a multi connection signal comes in. However BP boxes used for the connection of RA indoor units to VRV outdoor units also send out this multi connection signal. Therefore also here the indoor unit will reject the combination, although it is legally OK as we use R410A refrigerant

*3MXM40-52N2V1B8 is under development



Rapid News – QUALITY info

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REQUIRED ACTIONS:

Please put the sales of this combination (C/FVXM-A with R410A VRV OU) on hold until further notice.

Field installed units: If such installation with FVXM-A was already installed, please take contact with storme.r@daikineurope.com.

Mass production: The possibility of a mass production software change is under investigation.

In case you have any questions or remarks, please contact Quality Assurance Center via storme.r@daikineurope.com

Yours sincerely,

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Daikin Europe NV