

Date: 27/07/2020
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SUBJECT: SAFETY ALERT RNQI20-16 + STOP SHIPMENT – Safety risk gas stop valve Split outdoor units

UPDATE 23/09/2020 – TO BE SHARED WITH AFFECTED CUSTOMERS

Dear Madam, dear Sir,

Herewith we'd like to share with you an update regarding the SAFETY ALERT related to several Daikin split outdoor units manufactured in June and July of 2020.

We are intensively working on a countermeasure to apply to units delivered to you that you have chosen not to return or which you already had to install. Until the countermeasure is ready to be applied, **we must stress again to take extreme care if needing to commission in-scope units (please follow our instructions distributed via the Appendix). Additionally, we instruct that in case of needing to carry out emergency service or maintenance on the in-scope units DO NOT MANIPULATE THE STOP VALVE.** To avoid any safety risk, please:

1. recover all refrigerant through the service port
2. replace the stop valve (spare parts number : 5018789)
3. install a new valve cap (spare parts number : 6015411)

Upcoming Countermeasures

We expect to have a countermeasure available during October or beginning of November. The countermeasure, in the form of a replacement stop valve cap to be mounted on the existing stop valves, will need to be applied on all in-scope units that have not been returned to Daikin. Daikin will provide the countermeasures free of charge and provide a contribution towards expenses related to this repair.

Replacement / New units

Units that were blocked in our stock or that were returned by our partners like you are being repaired in the factory. This means you might receive a unit which appears to be in-scope of the problem (based on the serial number ranges). Although the serial nr is within the scope, repaired units are perfectly safe, have a new valve and cap, and can be installed. Repaired units can be recognized by a marker dot on the packaging label and new valve cap – see following picture. Please ensure that such units are not returned to Daikin again, accidentally.





We apologize for the inconvenience this problem might cause to you and in case you have any questions or remarks, please don't hesitate to contact us.



UPDATE 17/8/2020:

- This RN Update contains corrected links to the latest attachments
- Info Update:
 - We are still facing supply issues on both new OK units and on spare parts required to repair the units in-scope. Please be advised that it may take till September to be able to provide replacement units or parts for repair (changing the stop valve)
 - For this reason, we must still concentrate on distributing the safety alert to every service technician that could potentially come into contact with the in-scope units and tracing the units (identifying where they are) for *future* repair (or replacement)

Dear Colleagues,

This INTERNAL Rapid News contains confidential information, which, however, **should be shared with affected customers listed in the attachment (content for customers starts on the next page)**. For all other purposes, treat it as INTERNAL and CONFIDENTIAL.

A STOP SHIPMENT has been imposed on the affected units due the Safety Risk described further. Initial stop shipment was imposed on the following products produced in June and July 2020:

RX50K2V1B	RXF60B2V1B	RXP71M2V1B	RXM42N2V1B
RX60K2V1B	RXF71A2V1B	ARXM50N2V1B	RXM42N2V1B9
RX71K2V1B	RXP50L2V1B	ARXM50N2V1B9	RXM50N2V1B
ARXF50A2V1B	RXP50M2V1B	ARXM60N2V1B9	RXM50N2V1B9
ARXF60A2V1B	RXP60L2V1B	RXA42B2V1B	RXM60N2V1B
ARXF71A2V1B	RXP60M2V1B	RXA50B2V1B	RXM60N2V1B9
RXF50B2V1B	RXP71L2V1B	RXJ50N2V1B	

However, as manufacturing better identifies in-scope units, OK units will be released for shipment. Mass production will be resumed in the week of 27th July by installing a new valve cap on the gas stop valve. The Velvet warehouse stock is blocked and will be re-worked in the coming weeks. Exact timing still to be confirmed.

For additional information read further.



Dear Madam
Dear Sir,

With this rapid news we want to inform you of a possible safety risk with the gas stop valves on some split outdoor units of the BML-H range, produced in the month June & July 2020.

1 Models in scope:

Product nr	First in-scope serial nr	Last in-scope serial nr
ARXM50N2V1B9	J001191	J001544
ARXM60N2V1B9	J001167	J001454
RXA42B2V1B	J005014	J005877
RXA50B2V1B	J007902	J009213
RXF50B2V1B	J118351	J120947
RXF60B2V1B	J103912	J104457
RXF71A2V1B	J103182	J103541
RXJ50N2V1B	J005639	J006203
RXM42N2V1B9	J019734	J022078
RXM50N2V1B9	J050444	J056291
RXM60N2V1B9	J017760	J019708
RXP50M2V1B	J012551	J013887
RXP60M2V1B	J003746	J004147
RXP71M2V1B	J004227	J004642

2 PROBLEM DESCRIPTION:

When opening the stop valve, there is a possibility that a part of the thread comes loose. If in this situation the installer continues to further open the valve, the stem of the valve could be ejected out of the valve with a high force and cause sudden release of refrigerant out of the unit. There is a risk for the person opening the valve to be hit by the valve stem or to suffer refrigerant burn marks.





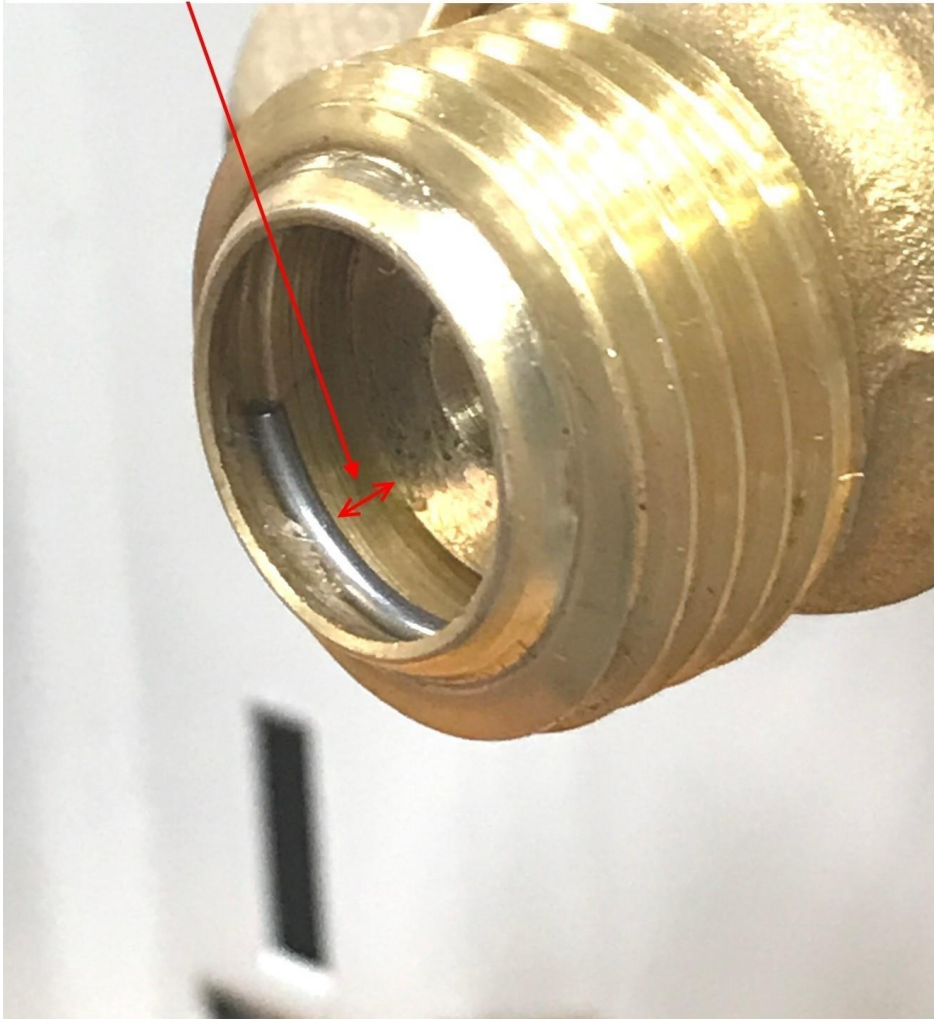
Not yet installed units should not be commissioned, unless it can be assured that **maximum valve opening is limited to 10 complete rotations of 360°**. At 13 rotations the valve stem could come loose, normal full opening position is 11.5 rotations. As required during any service operation, please make sure to wear personal protective equipment such as safety glasses, safety gloves, safety shoes, etc... When putting back the original valve cap, only hand tighten it. [See Appendix!](#)



CAUTION !**MAXIMUM OPENING IS 10 ROTATIONS**

Turn clockwise to make sure valve is fully closed, then turn counter-clockwise for maximum 10 rotations !

The valve stem should not touch the stop ring !

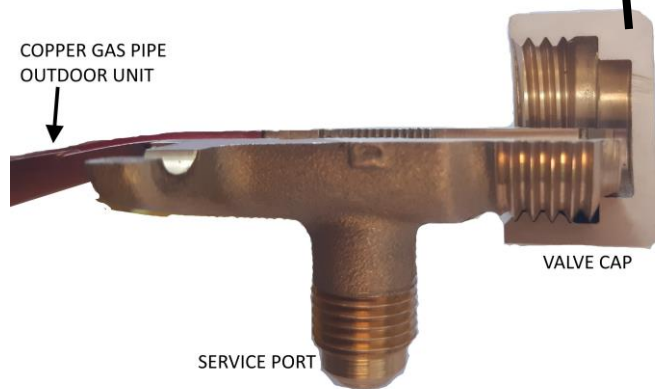
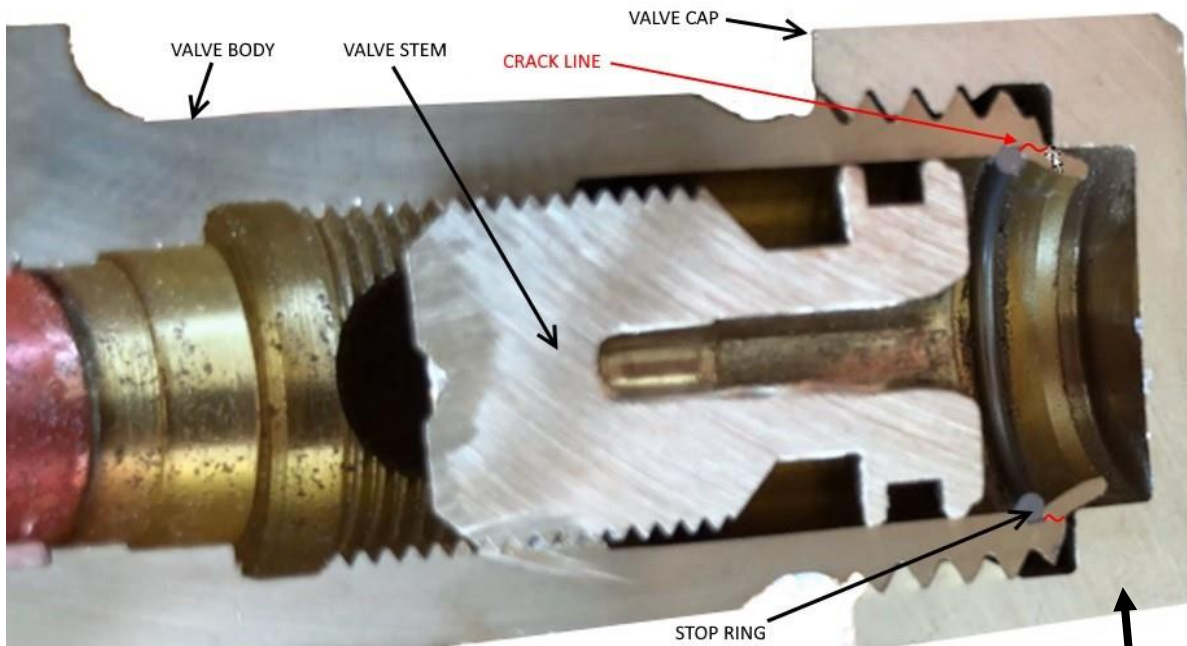
3 Cut-away view of the stop valve:

Hydraulic pressure test up to 220 bars have confirmed that the valve stem stays in place when opening the valve to a maximum of 10 rotations.

3 Root cause:

Too small inside diameter of the valve cap will cause a crack to the valve body when tightening the valve cap. When opening the valve stem, the top part of the valve body can fall off and release the stop ring. If the valve is then opened more than 13 rotations, the valve stem can be pushed out of the valve body with big force.





4 REQUIRED ACTIONS:

Please inform your installers and service network of this potential safety risk. **The customers to whom the in-scope units were delivered are provided in the attachment.**

[Link to list of delivered units.](#)

Mass production: Expect that MP will resume week of 27 July 2020 using new stop valve caps.

DENV Stock: Stock in DENV property velvet warehouses will be re-worked by factory.

Field:

* Installer stock, distributor stock, wholesaler stock, other field stock still in original packing:

- Please return to the related velvet warehouses

Only return in scope serial numbers indicated in above table !

Practical organization of the return will be communicated as soon as possible.

* Units on site:

- Please put back the unit in its original packing and send it back to the related velvet warehouse.
- In case of urgent commissioning and for the in-scope serial numbers, follow above instruction, and open the valve with a maximum up to 10 rotations. As required during any service operation, please make sure to wear personal protective equipment such as safety glasses, safety gloves, safety shoes, etc... When putting back the original valve cap, only hand tighten it.
- STEP 2: Further investigation is still ongoing to determine the actual risk, based on those results, further actions for field will be communicated.

* Already installed and already commissioned units:

- STEP 1: No immediate action required, unit can continue to operate safely if the valve cap is not removed.
- STEP 2: Further investigation is still ongoing to determine the actual risk, based on those results, further actions for field will be communicated.

In case you have any questions or remarks, please contact your Daikin Sales or Service representative.

Information herewith provided is subject to change without notice.

