



# SERVICE BULLETIN

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**Number:** SMB15-0012

**Issued:** 2/24/2017

**Title:** PTAC / PTHP Mandatory Safety Recall

**Revision:** A

**Expires:**

**Category:** Recall

**Dealer Bulletin Number:** None



## IMPORTANT PRODUCT SAFETY NOTICE

### PRODUCT CATEGORY:

Packaged Terminal Air-Conditioner and Heat-Pump units

### MODELS AFFECTED:

Carrier: 52C(E,Q)-(0,2,3,5)(07,09,12,15)---3; 52P(E,Q,C)-3(07,09,12,15)---3  
52M(E,Q)-U(07,09,12,15)---3  
Power Cords (52M): PWRCORD-230-(15,20,30)A  
Bryant: 84(0,1,2)-NX0(07,09,12,15)0(00,02,03,05)

**Note:** 52M models were shipped without power cords. The power cords were field installed as a required accessory for plug-in applications.

### Serial Number(s):

52C & 84 Models 3604X----- to 5209X----- (Records Needed)  
52C & 84 Models 0102X----- through 4104X-----  
52M Models 3307V----- through 4509V----- (Records Needed)

### SITUATION:

To eliminate a potential fire risk, Carrier Corporation, in cooperation with the Consumer Product Safety Commission (CPSC), initiated a recall in December 2015 of approximately 285,000 Packaged Terminal Air Conditioners (PTAC) and Packaged Terminal Heat Pump (PTHP). In February of 2017, this recall is being expanded to approximately 95,000 additional Packaged Terminal Air Conditioners (PTAC) and Packaged Terminal Heat Pumps (PTHP) for **field installation of an electric power**

**cord retrofit.** The objective of the recall is to retrofit the electric power cord of the PTAC and PTHP units that plug into a 208/230V outlet. Carrier Corporation requires your assistance in obtaining sales records for certain Packaged Terminal Air Conditioners (PTAC), Packaged Terminal Heat Pumps (PTHP), and Power Cords manufactured between October 2004 and December 2009 which were sold through the Carrier and Bryant distribution channels.

Carrier Corporation recalled a portion of this recall population previously in 2007 (see CPSC release #08-073 and SMB07-0043) which included models manufactured prior to October 2004. Because this population was previously recalled, Carrier Corporation already possesses the necessary sales records for these units.

### **SOLUTION:**

This Mandatory Product Safety Recall Program will be managed and tracked by the Carrier Customer Care Center recall team. Carrier will provide, at no cost to the owner, either a replacement LCDI power cord, a replacement EGFPD power cord, or a replacement LCDI power cord and a replacement heater kit, depending on the model and serial number. This recall only affects units that are plug-in installed to a 208/230V outlet and does not affect units hardwired to an electrical service panel. See [ptac.recall.carrier.com/](http://ptac.recall.carrier.com/) for recall validation.

- For models manufactured prior to Sept. 30, 2004 and that have a supplemental cord with an integral Equipment Ground Fault Protection Device (EGFPD) installed as part of a 2007 CPSC Recall (See CPSC release #08-073), a weak connection between the original unit plug head and the supplemental cord receptacle may result in overheating, posing a fire hazard to consumers.
- For models manufactured after Oct. 1, 2004 with a Leakage Current Detection Interrupter (“LCDI”) integral to the plug head of the unit’s cord, the plug head may overheat, posing a fire hazard to consumers. In some situations, it will require the electric heater to also be replaced as noted on the attached sheets.

Please refer to attachment ‘B’ – “Dealer Important Product Safety Notice” for specific information, requirements and details of this recall program.

### **Field Action:**

Consumers should stop using the recalled units and contact Carrier to receive a free replacement cord. **It is mandatory that you locate all of the units in the Models Affected section of the bulletin and supply the proper Product Location Reporting Data back to your distributor** so that each unit can be upgraded to eliminate the potential hazard. It is critical that you deliver all the information to your distributor within two weeks of receiving this notice. Your distributor will, in turn, provide this information to Carrier. Dealers **MUST** provide the fully completed “Product Location Reporting Form” back to the distributor. Refer to Attachment ‘C’.

Carrier PTAC Recall  
 c/o MMC  
 29 Industrial Park Dr.  
 Binghamton, NY 13904

## ATTACHMENT B



### **IMPORTANT PRODUCT SAFETY NOTICE**

Dear Carrier Dealer:

To eliminate a potential safety risk, Carrier, in cooperation with the Consumer Product Safety Commission (CPSC), is recalling approximately 95,000 additional Packaged Terminal Air Conditioners (PTAC) and Packaged Terminal Heat Pumps (PTHP) for **field installation of an electric power cord retrofit**. This recall only affects PTAC and PTHP units that plug into an outlet and does not affect units that are hardwired from the unit to an electrical service panel.

In an abundance of caution and in order to minimize dealer and customer confusion, Carrier decided to expand a December 2015 recall of approximately 285,000 units to cover electric power cords for all of our PTACs and PTHPs that plug into an outlet. The expansion of the recall includes additional PTAC models sold by Carrier between 2004 and 2010. With this recent expansion, the recall will include an estimated additional 95,000 units (for an aggregate number of 380,000 units included in the recall manufactured from 2002 through 2010). Please note that 185,000 of the 285,000 units included in this recall were also involved in a recall in 2007.

Our records show that you purchased one or more of our Packaged Terminal Air Conditioners included in this recall.

The objective of the recall is to **retrofit the electric power cord of the PTAC and PTHP units that plug into an outlet**. As previously noted, the recall does not affect units that are hardwired from the unit to an electrical service panel.

- For models manufactured prior to Sept. 30, 2004 and that have a supplemental cord with an integral Equipment Ground Fault Protection Device (EGFPD) installed as part of a 2007 CPSC Recall (See CPSC release #08-073), a weak connection between the original unit plug head and the supplemental cord receptacle may result in overheating, posing a fire hazard to consumers.
- For models manufactured after Oct. 1, 2004 with a Leakage Current Detection Interrupter ("LCDI") integral to the plug head of the unit's cord, the plug head may overheat, posing a fire hazard to consumers. In some situations, it will require the electric heater to also be replaced as noted on the attached sheets.

**Attached to this notice is a list of affected units that our records indicate were shipped to your location and likely installed. As a Dealer, please review the affected units and compare them to your customer data to identify the customer with the associated units in the attached list. Once you have identified the customer that is associated with each unit, it is mandatory that you complete the attached form and mail it to the above address as soon as possible. If you have any questions while gathering information, contact Carrier at 1-800-761-8492, or at [ptac.recall.carrier.com](http://ptac.recall.carrier.com), for further instructions. If you previously contacted Carrier and received replacement parts for certain units pursuant to the December 2015 Carrier notice, it is not necessary to contact Carrier again regarding those units (you only need to address any additional units listed on the attached pages).**

In the event you have contact with consumers, please be advised such consumers should immediately stop using the recalled units and contact Carrier to receive free replacement parts. If you are a consumer of this product, please stop using the unit and contact Carrier at **1-800-761-8492** and we will help you with the appropriate next steps.

Carrier is committed to ensuring the safety and well-being of our customers and consumers of our products. All PTAC/PTHP units in the affected serial number ranges that are still in service are required to be retrofitted. While we realize the inconvenience this may cause, Carrier is initiating this rework to protect all users.

Carrier continually monitors and evaluates the performance of its products in order to ensure its customers are experiencing the quality and safety they expect from a Carrier product. When any situation or condition arises that affects the safe operation of Carrier equipment, immediate action is taken.

Regards,

Ron Butcher

Product Safety Officer



Carrier PTAC Recall  
 c/o MMC  
 29 Industrial Park Dr.  
 Binghamton, NY 13904

## ATTACHMENT D



### **IMPORTANT PRODUCT SAFETY NOTICE**

Dear Carrier Customer:

To eliminate a potential safety risk, Carrier, in cooperation with the Consumer Product Safety Commission (CPSC), is recalling approximately 95,000 additional Packaged Terminal Air Conditioners (PTAC) and Packaged Terminal Heat Pumps (PTHP) for **field installation of an electric power cord retrofit**. This recall only affects PTAC and PTHP units that plug into an outlet and does not affect units that are hardwired from the unit to an electrical service panel.

In an abundance of caution and in order to minimize dealer and customer confusion, Carrier decided to expand a December 2015 recall of approximately 285,000 units to cover electric power cords for all of our PTACs and PTHPs that plug into an outlet. The expansion of the recall includes additional PTAC models sold by Carrier between 2004 and 2010. With this recent expansion, the recall will include an estimated additional 95,000 units (for an aggregate number of 380,000 units included in the recall manufactured from 2002 through 2010). Please note that 185,000 of the 285,000 units included in this recall were also involved in a recall in 2007.

Our records show that you purchased one or more of our Packaged Terminal Air Conditioners included in this recall.

The objective of the recall is to **retrofit the electric power cord of the PTAC and PTHP units that plug into an outlet**. As previously noted, the recall does not affect units that are hardwired from the unit to an electrical service panel.

- For models manufactured prior to Sept. 30, 2004 and that have a supplemental cord with an integral Equipment Ground Fault Protection Device (EGFPD) installed as part of a 2007 CPSC Recall (See CPSC release #08-073), a weak connection between the original unit plug head and the supplemental cord receptacle may result in overheating, posing a fire hazard to consumers.
- For models manufactured after Oct. 1, 2004 with a Leakage Current Detection Interrupter (LCDI) integral to the plug head of the unit's cord, the plug head may overheat, posing a fire hazard to consumers. In some situations, it will require the electric heater to also be replaced as noted on the attached sheets.

**Attached to this notice is a list of affected units that our records indicate were shipped to your address. Please review this list for units still in service and contact Carrier at 1-800-761-8492, or at [ptac.recall.carrier.com](http://ptac.recall.carrier.com), for further instructions.** If you are a consumer, you should stop using the recalled units and contact Carrier to receive free replacement parts. **If you previously contacted Carrier and received replacement parts for certain units pursuant to the December 2015 Carrier notice, it is not necessary to contact Carrier again regarding those units (you only need to address any additional units listed on the attached pages).**

**If you are a Dealer that sold the affected units, it is mandatory that you review your data to identify the customer with the associated units in the attached list. Once you have identified the customer that is associated with each unit, it is mandatory that you complete the attached form and mail it to the above address as soon as possible. If you have any questions while gathering information, contact Carrier at 1-800-761-8492, or at [ptac.recall.carrier.com](http://ptac.recall.carrier.com), for further instructions.**

Carrier is committed to ensuring the safety and well-being of our customers and consumers of our products. All PTAC/PTHP units in the affected serial number ranges that are still in service are required to be retrofitted. While we realize the inconvenience this may cause, Carrier is initiating this rework to protect all users. Carrier continually monitors and evaluates the performance of its products in order to ensure its customers are experiencing the quality and safety they expect from a Carrier product. When any situation or condition arises that affects the safe operation of Carrier equipment, immediate action is taken.

Regards,

Ron Butcher

Product Safety Officer