

Customer Notification

B-CN-277-EN Rev B

March 6, 2023

SUBJECT: VT Series Cooling Exit Temperature Sensor Installation *Revised*

Purpose

This bulletin has been revised due to a change in the length of the sensor wire leads. We have extended the length of the wire leads to allow for additional flexibility for our customers' application. The updates are listed below in bold text.

An investigation of our VT Series Compressors has identified an inaccurate axial measurement of the shaft position due to high temperature around the position sensor, which under some circumstances may lead to early touchdown bearing failures.

This inaccurate measurement can be resolved by the installation of an external temperature sensor mounted to the coolant return pipe. This temperature sensor will ensure proper accuracy of the axial position sensor. We have created a kit, along with detailed instructions for the temperature sensor.

Summary

We have created a new spare parts kit containing a temperature sensor to resolve the inaccurate axial shaft position measurement.

The original kit (100283) has wire leads that are 3-meters long. The new kit part number is 100283-1 and has 10-meter wire leads. All other components in the kit will remain the same.

All production compressors will continue to include the sensor with the 3-meter wire leads until that supply is depleted. We anticipate we will switch over to the new 10-meter wire lead sensor within the next month.

The new sensor with 10-meter wire leads is now available as a spare part. We will continue to sell the 3-meter wire lead kit until the supply is exhausted. At that time, only the 10-meter wire lead sensor will be available.

Action Required

All VTX compressors and any VTT compressor with less than 1,000 hours of operation must be updated with the external temperature sensor and FW1.8 to use the upgraded cooling control. Kit 100283 has been set up for field installation. The upgrade kit contains the following parts and will be provided at no charge:

100283 PIPE SENSOR - VT SERIES

- QTY (1) TEMPERATURE SENSOR PROBE
- QTY (3) TAPE – THERMAL INSULATION
- QTY (1) TUBE CLAMP
- QTY (1) THERMAL PASTE

You may begin to order the 10-meter wire lead sensor spare part kits now. You can also continue to order the shorter 3-meter wire lead sensor while supplies last. Please see the kit options below.

- **100283 – PIPE SENSOR (3-meter wire leads)**
- **100283-1 – PIPE SENSOR (10-meter wire leads)**

Danfoss applications or service personnel will be contacting all impacted OEMs to provide the kits, installation instructions, and training on the required installation and documentation process. If the kit is required outside of this field containment program, please contact Danfoss Customer Service to order this kit.

Need Assistance

For further information please contact your Key Account Manager or DTC Applications at dtcapplications@danfoss.com.

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