

Service Bulletin

SR-045

DATE: May 19, 2010
 TO: All Service and Parts Managers
 SUBJECT: Incomplete Defrost on the A/GSZ13024 and A/GSZ13030 Heat Pumps

We have received field reports of AGSZ13024 and A/GSZ13030 model heat pumps that do not defrost completely when the temperature is below 25 degrees and high humidity conditions are present, and this can result in ice buildup at the bottom of the outdoor coil. This condition can be caused by not elevating the unit as specified in the installation instructions as outlined below.

NOTE: These units require special location consideration in areas of heavy snow accumulation and/or areas with prolonged continuous subfreezing temperatures. Heat pump unit bases have cutouts under the outdoor coil that permit drainage of frost accumulation. Situate the unit to permit free unobstructed drainage of the defrost water and ice. A minimum 3" clearance under the outdoor coil is required in the milder climates. In more severe weather locations, it is recommended that the unit be elevated to allow unobstructed drainage and air flow.

The following elevation minimums are recommended:

Design Temperature	Suggested Minimum Elevation
+15° and above	2 1/2"
-5° to +14°	8"
Below -5°	12"

If this ice buildup is encountered, ensure that the unit is elevated as specified in the installation instructions the unit drain holes are clear, and there is unobstructed drainage of water away from the unit, in addition to the previously stated items, Goodman recommends during the inspection that the defrost sensor be relocated on the units listed above from the third return bend to the bottom return bend (**Figure 1**). This will extend the defrost cycle and reduce ice build-up at the bottom of the coil during the heat mode. The revised defrost location is not applicable for Amana revisions AB and later and Goodman revisions AC and later. All the later revisions have enhanced circuiting. Changing the defrost location on the new revisions will hurt the defrost performance of the heat pump.



(Figure 1)

Technical Services Department • 1810 Wilson Parkway • Fayetteville, TN 37334
 Main: 888.593.9988 • Service Fax: 713.316.5546