



## PTAC Recall

### Remington and McQuay ComfortPac™ Model PTAC and PTHP Safety Recall Information

McQuay International has identified a potentially serious safety problem with the heater assembly used in certain Remington and McQuay ComfortPac branded Packaged Terminal Air Conditioners and Packaged Terminal Heat Pumps.

The problem is confined to B and B+ vintage Model PTAC and PTHP units, which are size 12 (12,000 nominal BTU) and size 15 (15,000 nominal BTU), but only if the electric heater operates at 5,000 Watts (5 KW) and only if the units use power cords numbered 105575703 (208/230V) and 105575803 (265V).

To identify if your units are subject to this recall, locate the electric power cord part number. The part number is cast into the molded plug at the cord end that attaches/plugs to the chassis/unit. The units that are subject to this recall use electric power cord part numbers 105575703 (208/230V) and 105575803 (265V).

Products operating with different electric power cord part numbers are not subject to this recall.

McQuay has received reports of property damage arising from the fact that, in some cases, the heating coil can arc or spark which can generate sparks or smoke causing a potentially unsafe condition.

**Accordingly, McQuay is conducting a voluntary recall. Anyone who has one or more of these units is urged to refrain from using the electric heat in the unit until the cord replacement under this recall has been properly completed.**

Installing a new power cord with an integral circuit protector (ELCI or LCDI) will eliminate the potential for this unsafe condition. McQuay will provide such a new power cord at no charge.

In the interim, McQuay suggests that you disconnect the electric heat by following the simple instructions in [Installation & Maintenance Manual IM 841](#). Once the electric heat is disconnected, the unit should be safe to operate until the new power cord is installed, [Installation & Maintenance Manual IM 838-1](#).

Please submit unit details via the [PTAC Heater Recall Information Form](#) or call 1-800-617-8756. You will be provided with a free replacement power cord for each unit.

For more information, you can view the PTAC Safety [Frequently Asked Questions](#) or send an e-mail to [PTACRecall@mcquay.com](mailto:PTACRecall@mcquay.com)

#### Frequently Asked Questions (FAQ's)

Q. When will the cord be provided?

A. It will be delivered as soon as possible upon receipt of your product information and subject to supplier availability.

Q. Can I operate these units in the meantime?

A. If you wish to operate these units prior to installing the new cord, then you should disable the electric heat according to the McQuay-provided disconnect and safety instructions.

Q. Who can disable the electric heat and how long will it take?

A. The work can be done by any qualified maintenance person following the McQuay-provided disconnect and safety instructions and should take an average of 5 minutes per unit.

Q. How long will it take to replace the cord and who can do this work?

A. The work takes an average of 5 minutes per unit and can be done by any qualified maintenance person following the McQuay provided replacement and safety instructions.

Q. Are there any safety hazards or concerns?

A. In the cooling mode or heat pump mode, there is no cause for concern. However, there is a possibility that the unit will smoke and spark presenting a potential safety risk when operating the 5,000 Watt (5 KW) electric heater.

Q. I haven't had any problems with my units, is this work really necessary?

A. Like you, the vast majority of our customers have not experienced any problems. The potential for problems does exist, however, and we want to eliminate that possibility.

Q. How will my warranty be impacted?

A. This will have no effect on your warranty coverage; it simply is intended to reduce the likelihood of failure of these components.

Q. What if I begin having problems after the work is performed?

A. Although the work that is being performed should not adversely affect the unit's operation, simply contact McQuay Warranty Service should you experience any difficulties with your equipment whatsoever.

Q. Is there a recall on these units?

A. Yes, this is a voluntary recall. Since we have experienced a higher than acceptable failure rate of 5,000 Watt (5 KW) electric heaters on certain models, McQuay is proactively seeking out these models so they may be retrofitted with our latest design enhancements to insure their reliability.

Q. What is the problem with these parts?

A. Under certain circumstances, the electric heater can overheat, arc or spark. Under certain conditions there is a remote possibility of fire.

Q. How are these parts going to fail?

A. The failure mode is arcing or sparking. Under certain conditions there is a remote possibility of fire.

Q. It's my busy season; can't I wait to have this done?

A. Of course we realize that you would rather wait, but disabling the electric heat prior to operating the equipment is the only way to guard against the failures which may result and the potential safety risk associated with those failures. To continue to operate the equipment see question/answer number 2 above.

Q. My units are brand new, why can't you just take these back and give me new ones?

A. With the exception of the problem we are addressing, your equipment is otherwise OK

Q. What's the worst that can happen if I don't do this?

A. If the heater assembly is faulty, there is the possibility of increased internal temperatures, melted plastic components, or even the possibility of fire. This is why we are proactively contacting end users to provide a new cord.

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