



## FIELD NOTICE

**Date:** March 1, 2011

**Field Notice Number:** 311-C11

**Models or Product Affected:** Cruisair & Marine Air Systems

**Recipients:** Dealers, Master Dealers, Distributors, OEMs, Manufacturer's Reps



**NOTICE**

### **Immediate Action Is Required In Order To Avoid Damage To Your Vessel**

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#### **Polyol Ester (POE) Refrigerant Oil Is Incompatible With CPVC Plumbing**

Dometic Marine, makers of Marine Air and Cruisair air conditioning systems, has become aware that POE refrigerant oil used by compressor manufacturers for green gas refrigerants (R-407C and R-410A) is incompatible with CPVC piping materials occasionally used by some boat manufacturers.

If POE oil comes into contact with CPVC piping materials, the CPVC may begin to crack. This may happen in the unlikely event of a heat exchanger failure causing oil in the compressor to mix with the circulating water. Oil may then be distributed throughout your CPVC plumbing system, resulting in stress cracks and leaks throughout the vessel.

An alternative oil, poly vinyl ether (PVE), is compatible with CPVC piping systems. We have established a procedure for changing the oil in your current compressors to avoid the potential for this problem to occur.

**Please read this Notice carefully and follow its instructions. If you have transferred possession of your vessel, please provide this notice to those who currently have the vessel.**

**If this Notice is ignored, and a heat exchanger failure occurs, it could result in failure of your CPVC chilled water plumbing system and potential damage to your vessel.**

#### **Dometic Marine Headquarters**

2000 N. Andrews Ave. Ext. • Pompano Beach, FL 33069-1497 USA • Phone: 954-973-2477 • Fax: 954-979-4414 • [www.DometicUSA.com](http://www.DometicUSA.com)  
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Determine if your chiller has POE oil by locating the data plate, normally located on the Dometic electrical control box.

Examples of Labels

### Action Steps:

The following action steps must be completed to protect your system and prevent a possible plumbing system failure:

- 1) **FREEZE PROTECTION:** Shut the system down and ensure that your system has the proper amount of anti-freeze in the chilled water loop per our field notice 301-F10 Issued on June 22, 2010 (attached).

This will greatly reduce the risk of heat exchanger failure.

Be sure to incorporate this procedure in your routine maintenance program to increase the operating life of your chilled water air conditioning system.

- 2) **OIL CHANGE:** Have the oil in all of your compressors changed as soon as possible.

This can only be done by a Marine Air or Cruisair authorized HVAC technician.

### Finding an authorized technician:

To receive service under this notice, please contact your nearest Dometic authorized servicing dealer, or contact the **Dometic Customer Service department** in any of the following ways:

- Phone:** 800-542-2477 or 804-746-1313 (8:00 AM to 5:00 PM weekdays)
- Email:** [poenotice@dometicusa.com](mailto:poenotice@dometicusa.com)
- Web form:** [www.dometicusa.com/poenotice](http://www.dometicusa.com/poenotice)

Customer Service will arrange for an authorized technician to assist you with this process.

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**Equipment under warranty:**

If your Marine Air or Cruisair chilled water system is still under factory warranty, the cost of the oil change will be covered by Dometic Marine. For warranty service the vessel must be moved to an easily accessible location for the servicing dealer.

**Equipment not under warranty:**

If your Marine Air or Cruisair chilled water system is not under warranty, we will supply the new oil at no charge to the authorized technician of your choice. You must cover the labor cost to change the oil in the compressors.

**Replacement option:**

If you choose to upgrade or replace your system with a new Marine Air or Cruisair system instead of changing the oil in the compressors, Dometic will give you a discount of \$1,000 per compressor towards purchase. For example, if your system has 3 compressors, you would be eligible for a \$3,000 discount towards purchase of a new system.

This replacement option is available for all affected systems, whether under or out of warranty.

**The failure to act on this notice releases Dometic from all liability associated with this potential problem.**

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