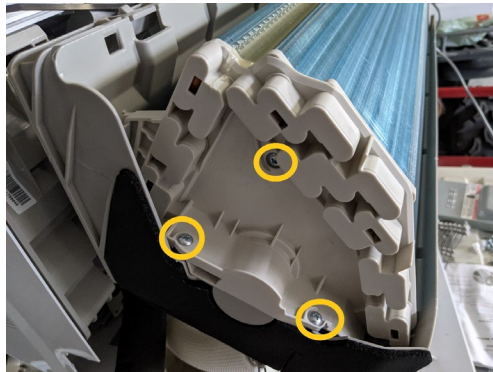




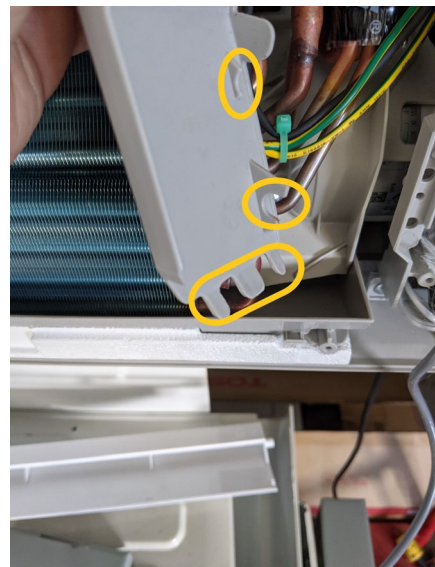
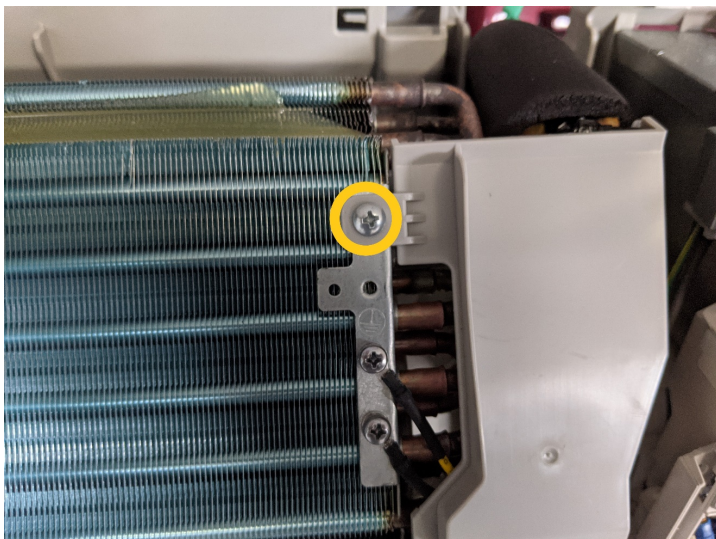
TOSOT Distribution and Installer Partners:

Recently, we have been made aware of certain Lomo+ models making a loud “cracking” noise during and immediately following the defrost cycle. This noise is caused by the expansion and contraction of the indoor coil where it attaches to the plastic case. To mitigate this noise, please do the following:

- 1.) Remove the front case assembly from the rear case
 - a. Remove louver
 - b. Remove screws beneath louver
 - c. Remove screws beneath filter cover
 - d. Pop out latches across the top rear
- 2.) Locate coil mounting screws on the left side of the coil (highlighted in yellow) and remove, lift up and reposition the coil, then reinstall the screws loosely (4 turns from tight).



- 3.) Remove the gray plastic condensate drain shield from the right side of the coil
- 4.) Place one layer of electrical tape on the highlighted sections



- 5.) Locate the coil mounting screw on the right side of the coil, in front of the motor housing (highlighted in yellow). Remove and reinstall loosely (4 turns from tight.)



- 6.) Reinstall the condensate drain shield with the screw slightly loose.
- 7.) Reinstall front case assembly
- a. Clip into top rear clips
 - b. Install screws beneath filters
 - c. Install screws beneath louver compartment
 - d. Install louver
- 8.) Run unit to verify noise is reduced.

Performing the above steps allows the indoor coil to flex without causing as much stress on the plastic case, resulting in lower noise levels.

If you have any further questions, please contact your local TOSOT representative.

Best Regards,

The TOSOT America Support Team