



Greetings TOSOT Partners:

It has come to our attention, under certain circumstances, the model TW18HQ2A3D-I will experience excessive ice buildup on the indoor coil. This typically occurs under the following conditions:

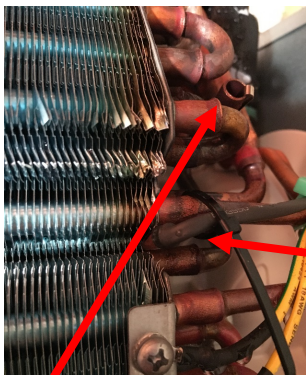
- During low-load conditions (when the space is already cool)
- When the unit setpoint is less than 21C (70F)
- When the indoor fan is on low speed
- In applications where the unit is over-sized for the cooling load.

If this condition is observed by the customer, please verify the following:

- Ensure the filters, coil, and blower wheel are clean
- Check refrigerant charge (including checking the flare connections for leaks)

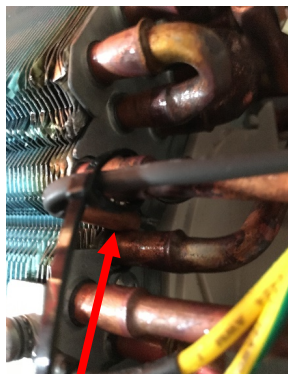
If refrigerant charge is normal, and the system is clean, yet icing persists, perform the following procedure to relocate the indoor coil sensor:

- Power down unit at breaker
- Remove front case from indoor unit
- Locate factory coil sensor mounting location
- Pull sensor straight out of mount
- Relocate sensor to location shown in picture, ensuring a snug fit between the sensor, coil, and u-bend. Zip-tie in place.



Factory Sensor Mount

New Sensor Location



New Sensor Location

As always, if you have any questions, please contact your local TOSOT representative or the TOSOT America support team!