

SUBJECT: PRODUCT ALERT for Whirlpool 90% dedicated horizontal gas furnaces.

MODELS: All WFCH series units.

DISCUSSION: In the event the specified units are exposed to rough handling, separation of the secondary coil from the primary heat exchanger may occur. If separation has occurred and the PVC pipe is not yet installed in the combustion air connection (intake), flame may exit the connection opening for a brief period of time before the safety circuits shut down the flow of gas within the unit.

FACTORY CORRECTIVE ACTION: All product produced by Armstrong after November 1, 2003 (beginning with serial number 8403L) will contain an enhanced support bracket. Any product produced before November 1 (serial number 8403K and prior) that has been corrected can be identified by the "Bracket Installed" label on the carton.

FIELD CORRECTIVE ACTION: An inspection, as described on page 2, must be performed on all installed units.

This Product Alert requires top priority. All units identified above must be located and inspected for the integrity of the secondary heat exchanger connection. A labor allowance of \$55 is approved for this inspection. Warranty allowance is contingent upon return of properly filled in Completion Certificate (see page 4) and warranty paperwork.

All WFCH units which have not been installed and do not have the "Bracket Installed" label on the carton must be returned to you participating distributor. From this point on, do not install any WFCH units that do not have the enhanced support bracket installed as shown in Figure 1.

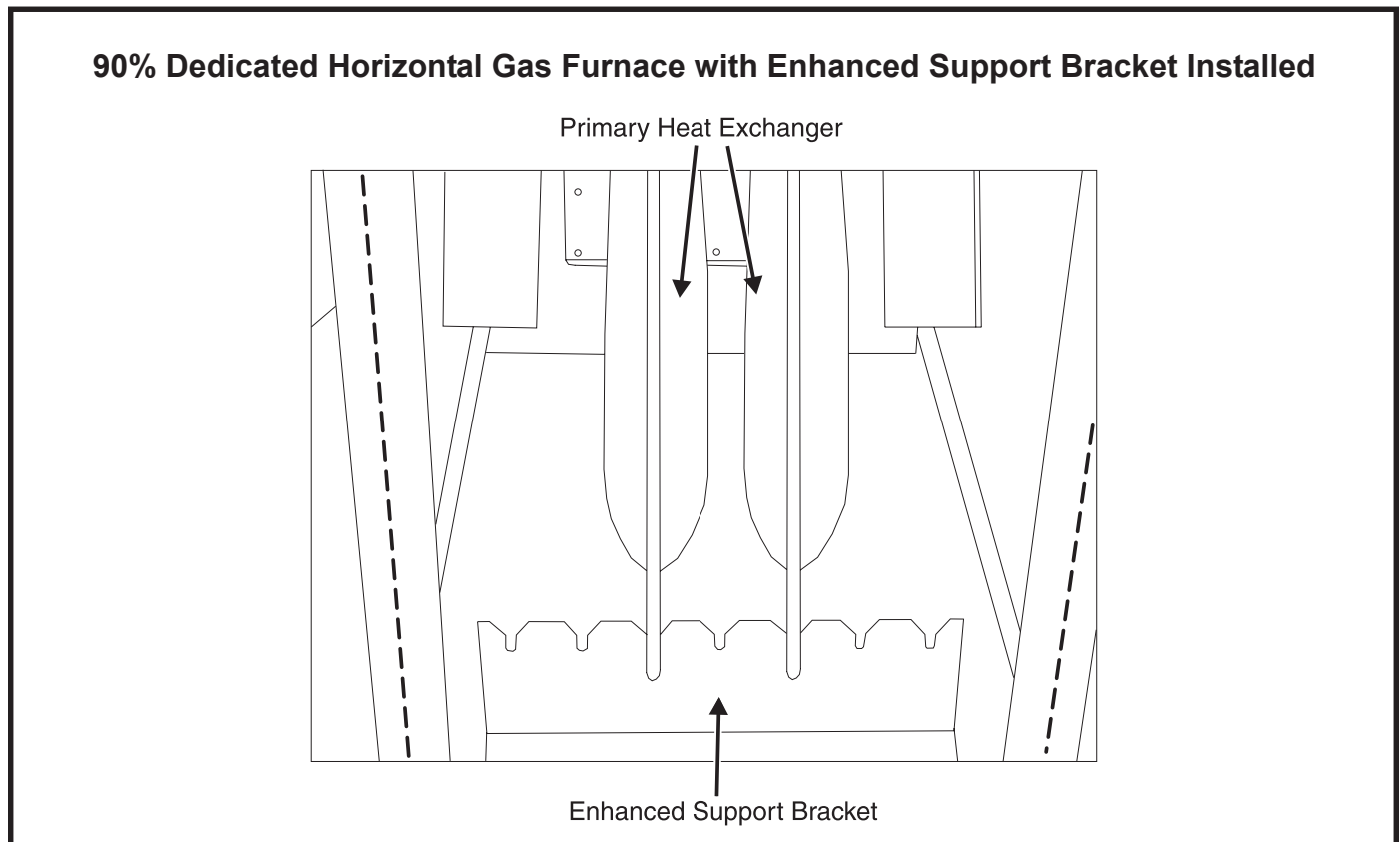
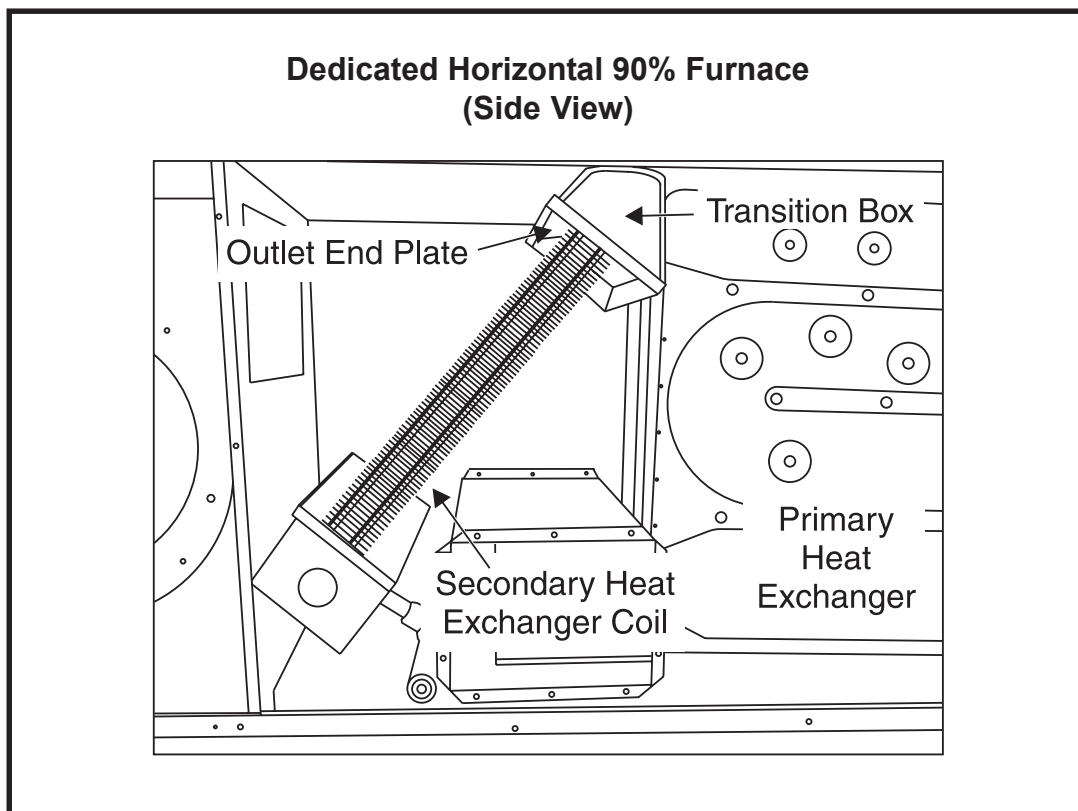
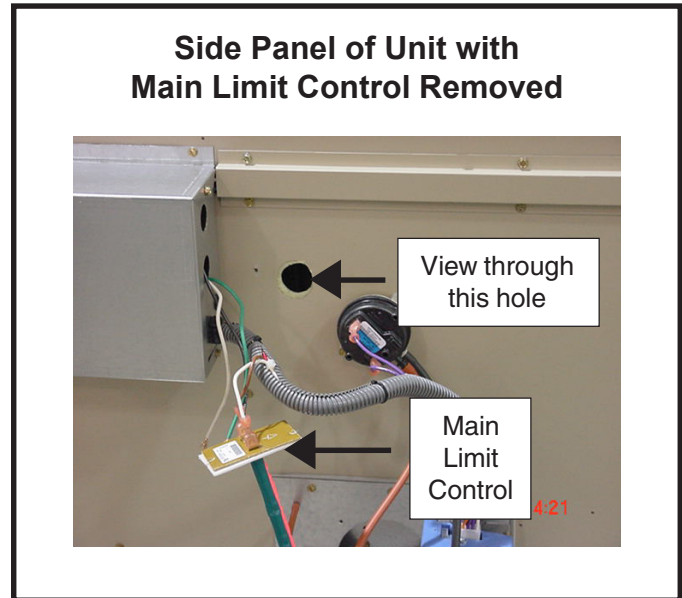


Figure 1

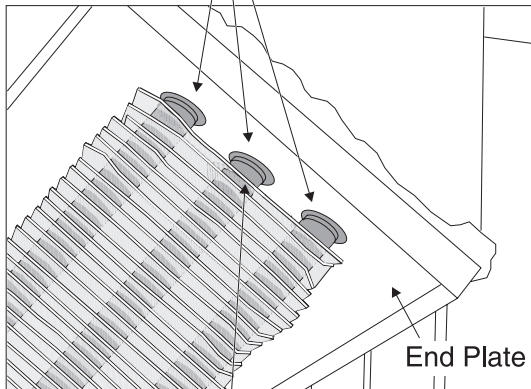
Inspection Procedure:

1. Disconnect power and gas supply to the unit.
2. Remove the main limit control from the side panel of the unit (see Figure 2).
3. Using a flashlight, view inside the unit through the limit hole looking slightly upwards at the joint area of the secondary coil and transition box joint (see Figure 3).
4. See Figure 4 to aid in determining the integrity of the secondary heat exchanger and the outlet end plate connection. If separation has occurred, the unit must remain shut down. Remove the unit from service and replace with a new unit. Contact your participating distributor to obtain a new unit and appropriate warranty paperwork.
5. If the heat exchanger/transition box end plate connection is intact, re-install the main limit control removed in Step 2.
6. Ensure that the unit is properly vented and that the combustion air intake pipe meets the minimum length requirement of 5 feet (see Figure 5).
7. Reconnect power and gas to the unit.
8. Check for and correct any gas leaks.
9. Start the unit and cycle in the heat mode.
10. Observe flame pattern and furnace operation for any abnormalities.
11. If any abnormalities are observed, shut down the unit and contact Amstrong Technical Services at 1.800.448.5872.



Secondary Heat Exchanger Coil/Transition Box End Plate Connection

Secondary heat exchanger tubes properly attached to plate



Top fin of secondary heat exchanger should be no more than 1/4" from endplate.

Secondary heat exchanger tubes separated from plate

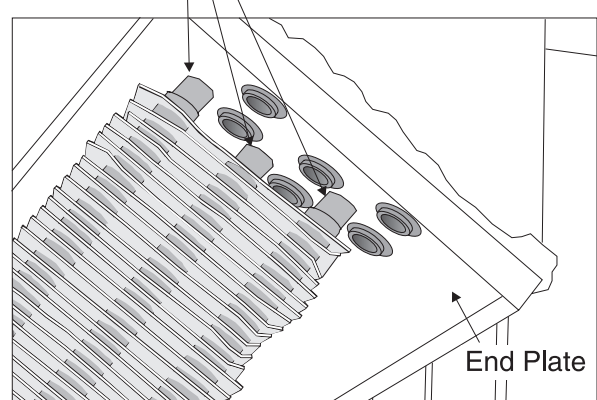
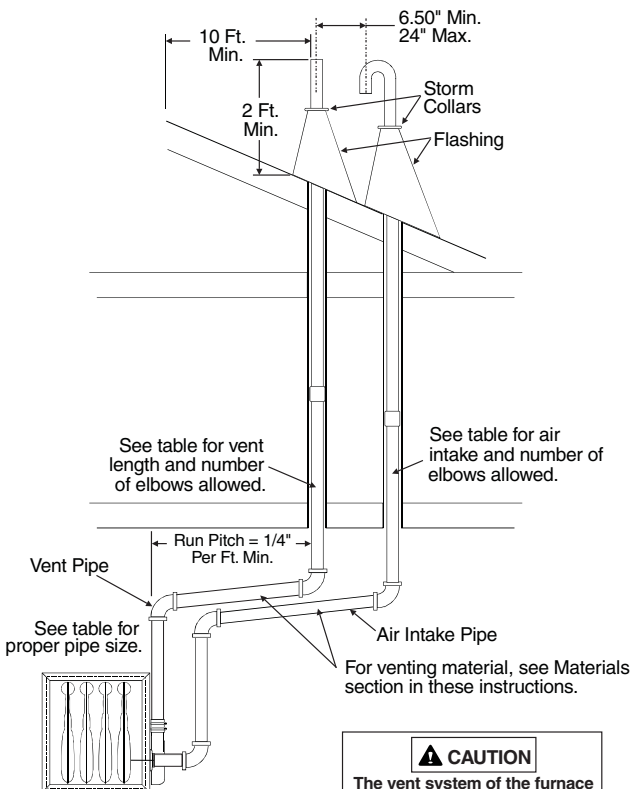


Figure 4

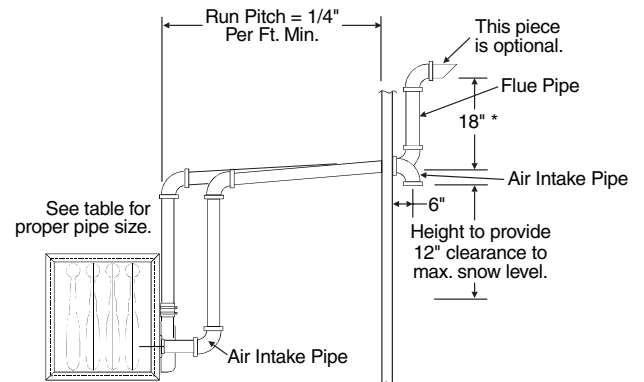
Dedicated Horizontal 90% Furnace Vent Installation

Vertical Venting



CAUTION
The vent system of the furnace must be self-supporting and must not apply any weight load to the combustion blower.

Horizontal Venting



NOTE:
Do not cement air intake pipe into the connector on the burner box. Use high temperature RTV silicone sealant so that intake pipe can be removed if service is required.

CAUTION
The vent system of the furnace must be self-supporting and must not apply any weight load to the combustion blower.

For more information on furnace venting, refer to the unit installation instructions.

Figure 5



Completion Certificate

WFCH Dedicated Horizontal 90% Furnaces

Unit Model Number (REQUIRED): _____

Unit Serial Number (REQUIRED): _____

Customer Name: _____

Job Address: _____

City / State / Zip: _____

The model and serial number listed below has been inspected as outlined in Armstrong Service Bulletin WSVB03-6.

The combustion air intake pipe is connected as specified in the unit installation instructions.

Inspected by: _____

Print name: _____

Date: _____

Phone/Fax: _____

Distributor Name: _____

Dealer Name: _____

Distributor Location: _____

Address: _____

City / State / Zip: _____

Fax this form (one form per unit) to:

Technical Service Department
Fax: 419.483.3557