



**Service Memo**  
**FILE NO. WSVM03-1**  
**November 6, 2003**

**TO: All Tradewinds Distributors**

**IMPORTANT PRODUCT ALERT:** We have become aware that if roughly handled the secondary heat exchanger in certain units of model series WFCH may separate from the primary heat exchanger. We are continuing to evaluate this situation, and will promptly advise you if our understanding would change.

**All installed units must be inspected.** Uninstalled product must be updated with an enhanced support bracket.

To aid in ensuring that all units installed from this time forward do not experience this problem, all uninstalled WFCH units must be modified by installation of a support bracket, as discussed. From this point on, any WFCH that does not contain this bracket should not be sold or installed.

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| <b>What models are affected?</b> | WFCH series units that do not possess the "Bracket Installed" label on the carton.   |
| <b>What is the issue?</b>        | In the event these 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. Once the PVC pipe has been installed, the safety circuits in the unit will repeatedly shut down the flow of gas within the unit.   |
| <b>What are we asking?</b>       | <ol style="list-style-type: none"><li>1. If you have any of these units, they need to be located and segregated from sellable inventory immediately.</li><li>2. Immediately notify your dealers of this problem.</li><li>3. Direct your dealers to return to you any units they have not installed.</li><li>4. Direct your dealers to follow the directions provided in service bulletin WSVM03-6 for any units that they have installed or are installing.</li></ol>  |
| <b>What's next?</b>              | <p>From this time forward, no unit should be sold or installed that does not contain the enhanced support bracket.</p> <p>Attached to this memo is a list of affected units we have sold you. Please complete the attached list, noting what is in your warehouse or to whom the unit was sold. Once completed, return the list to Armstrong Technical Service (fax# 419.483.3557).</p> <p>Upon receipt of this list, we will notify you of what action to take on units in stock. At our discretion, we may coordinate an RMA for return of the product and installation of the support bracket at our factory or arrange for the installation to take place at your warehouse.</p> |
| <b>What about new units?</b>     | All product produced by Armstrong after November 1, 2003 (serial numbers 8403L and 8403M) 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.   |

**This Product Alert requires top priority.** We hope to locate 100% of these units. We will require you to either return units or submit a Completion Certificate on every unit that we have sold you within these serial number date codes.