

TECHNICAL SERVICES BULLETIN

To: Residential and Aftermarket Distributors
From: Nortek Global HVAC Technical Support
Date: 01/15/2020
Subject: 624583 Gas Valves

DESCRIPTION:

Robertshaw has made Nortek Global HVAC aware of an issue with replacement standing pilot gas valves.

MODELS AFFECTED:

7200ERCS-1 valves (Nortek part number 624583R) manufactured between date code 1852 through 1944. The production date range is December 24, 2018 through November 3, 2019.

See attachment from Robertshaw for date code identification

ACTION REQUIRED:

Distributors with valves in the affected date range should RGA the valves back to Nortek Global HVAC and reorder replacement valves. **RGA's must be filed and received by March 31, 2020.**

QUESTIONS?

If you have any questions, please call Nortek Global HVAC Technical Support at 1-800-422-4328 - please have the model and serial number of the affected unit on hand.

CONFIDENTIALITY POLICY: Bulletins are not for public display, web posting, or dissemination to non-Nortek Global HVAC partners. Distributors may post the bulletin ONLY behind a secure firewall that requires password access, and where the folder cannot be crawled by web search engines.

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December 11, 2019

Dear Customer:

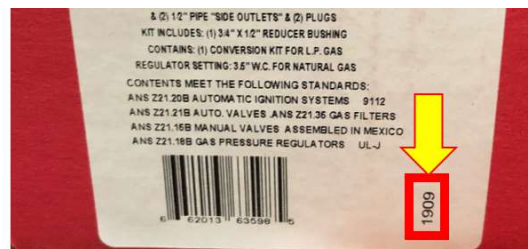
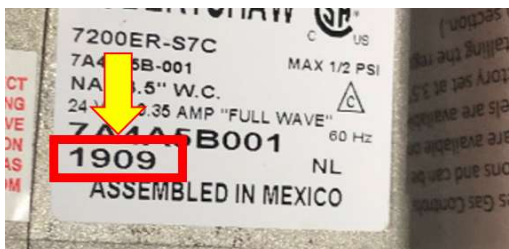
Robertshaw has learned that some recently produced 720 Series Gas Valves may not flow gas through the pilot outlet when installed. Upon inspection of affected valves, we have learned that a lever inside some of the valves is bent, thus preventing the flow of gas to the pilot. We note that these gas valves are failing in a safe manner and there is no risk of injury to person or property.

This situation has prompted us to initiate a **Return and Replace Policy** whereby we are asking you to return the affected gas valves you have in inventory. Please gather the gas valve stock you have in the relevant part number and date code range listed below and contact our customer service department to obtain an RMA. When the RMA is initiated, we will simultaneously place a new order for replacement of **exact quantities** of the valves you will be returning. Both return and replacement reasonable shipping costs will be covered by Robertshaw. Our aim is to replace your stock as quickly as possible.

If you have any customers that have purchased these valves and not installed them, please have them returned to your place of business and follow the Robertshaw RMA process. The valves must be unused and preferably in their original packaging. We must be able to verify the part number and date code. If any valve is already installed in the field and operational then it is not affected and is working as intended. There is no need to un-install working gas valves.

We sincerely value your business and are dedicated to providing you with the best quality and reliable gas valves on the market. We have identified the root cause of this issue and have taken corrective action. Any 720 Series Gas Valves with a date code of 1945 or later has been thoroughly tested, inspected and certified. We apologize for the inconvenience this may be causing you.

The affected part numbers and date codes are: 720-007, 720-400, 720-402, 720-406, 720-472, 720-474, 720-C400; produced from 1852 through 1944. The date code can be found both on the label on the valve and on the label on the box as shown here:



Please contact Robertshaw Customer Service at hvaccustomerservice@robertshaw.com or 800-304-6563 to begin the RMA process and obtain your replacement order.

Sincerely,

A handwritten signature in black ink, appearing to read "Andy Drummond". The signature is fluid and cursive, with the first name "Andy" and last name "Drummond" clearly distinguishable.

Andy Drummond
Vice President and General Manager Global - Uni-Line Aftermarket Business Unit