



INFORMATIONAL BULLETIN

PARTS & SERVICE DEPARTMENT

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TO: Manufacturers' Representatives, District Sales Managers, Regional Managers, Technical & Customer Service Personnel, Service Agents Sales & Marketing Personnel

SUBJECT: System/Tank Sensors on CH/CF

Technical Service has received a number of phone calls inquiring into lost or misplaced tank/system sensors on Copper Fin II products. The sensors were shipped in the installation package and in some instances the package was misplaced.

Starting with serial numbers A04 the sensor was relocated from the installation package to the control box. The sensor is plugged in and ready for installation in the tank or system.

The installing contractor or start-up personnel must be aware that this sensor is the primary temperature indicator for the Water Heater/Boiler controller. **It must be installed in the tank, system, or disconnected prior to starting the unit. Failure to install or disconnect the sensor could cause the unit to fail on high limit.**

Units built after E04 have the sensor located in the control box but left unplugged.

If you have any questions or concerns contact Technical Service at 1-800-722-2101.

