

PARTS & SERVICE DEPARTMENT

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Date: 5/24/10

Bulletin Number: 2010-03 T

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

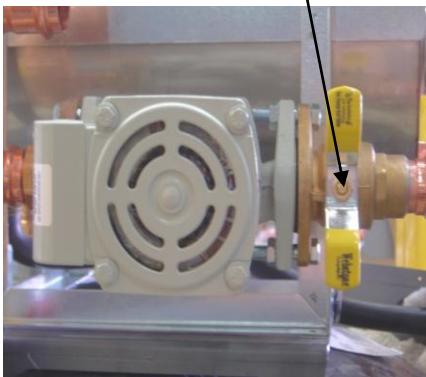
SUBJECT: Shield Isolation Valve- Temp O/Shoot

All **Lochinvar Shield Commercial Water Heaters** after serial number **E09C20013234** are equipped with an isolation valve on the outlet side of the pump to facilitate pump change out, should it be necessary. It has come to our attention that a limited number of Shield units may have been shipped with the valve in the "closed" position (see Fig 1).

If you receive a "Temp O/Shoot" fault, it is possible that the isolation valve is in the closed position. The isolation valve is not visible from the outside of the unit. To ensure the valve is in the open position, remove the front panel assembly and reach behind the pump, on the right side of the heat exchanger, to verify that the handle is horizontal, or "in-line" with the water pipe (see Fig. 2).

We regret any inconvenience this may have caused. As always please free to contact us with any comments or suggestions at **Lochinvar Tech Services: 1-800-722-2101**.

Closed Isolation Valve
Figure 1



Open Isolation Valve
Figure 2

