



## TECHNICAL SERVICE BULLETIN

### *PARTS & SERVICE DEPARTMENT*

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

**SUBJECT:** Model DVN & DVL 41, 51, 52, 65, & 76 Low Operating Temperatures

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We have received reports that Direct Vent residential units may operate at 10 degrees or more below the set point of the thermostat control. The first response is to condemn and replace the thermostat.

If this condition is observed the most probable cause is a bent retaining bracket used to hold the surface mounted thermostat against the tank surface. In production, the retaining bracket is pushed into place with a special tool and the thermostat is slipped behind the bracket. It is possible for this spring steel bracket to become warped or bent. This can affect the ability of the bracket to firmly hold the thermostat against the tank surface. If the thermostat is not firmly against the tank surface it will affect response and set point of the thermostat.

Should this be encountered, turn off all electrical power to the unit, slip the thermostat out of the bracket, bend the arms of the thermostat bracket towards the tank until the thermostat will rest securely against the tank surface and reinstall the thermostat.