



## INFORMATIONAL 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:** Misapplications of the Double Duty Water Heater

It has come to our attention that there have been several attempts to use the Double Duty water heater for purposes that it was never designed to serve. This unit was designed to provide hot potable water while using an indirect coil to also supply low temperature water for radiant heat purposes. The indirect coil (in most cases) "CANNOT" meet the demands of an air handler used for building heat supply. Units used for this application will see:

- 1) Constant Operation- the heater will never meet its demand. This leads to inefficiency and premature failure.
- 2) Cooler Water Output- the indirect coil will steal BTU's from the storage water.
- 3) Condensing- the excessive cooling of the tank surface results in sweat and condensate formation on and in the flue. This condensate drips on the burner, fouling the combustion process and causing nuisance pilot outage problems.
- 4) Rapid Tank Deterioration- condensate forms on the outer shell of the tank, causing rust to occur.

All of the conditions above are deemed non-warrantable. Be sure you have the right unit for the right application. The geographic location, amount of hot water usage, and the BTU load of the radiant heat source, must all be taken into consideration when choosing which unit will meet your needs.

The Double Duty product line includes the following models:

XD(N,L)050G	DD(N,L)075
PVN(N,L)050	PV(N,L)075