



Technical Bulletin 1799 Bulletin #HDG01 July 01, 2002

To: All Rheem Water Heater Distributors
Subject: Recommended Commercial Retrofit Program for Certain Heavy Duty Commercial Gas Products
Reference: Burner Tray Support Bracket

Background:

We have identified a potential problem in which the burner tray of specific heavy-duty commercial gas products produced between January 1, 1997 and April 19, 2002 may, under certain conditions, become dislodged from the base of the unit. While we do not believe there is a safety issue, and while to date Rheem is not aware of any incidents involving personal injury or property damage, we feel that we should undertake a field fix program to demonstrate our commitment to continuous product improvement and best customer satisfaction.

Action:

The program requires that a burner tray support bracket kit be installed on specific models produced between January 1, 1997 and April 19, 2002. A labor allowance to locate and install the bracket kit on subject products is included.

Scope:

Rheem has installed the kit on affected products coming from its warehouses. This product can be identified by a green dot placed on the carton id tag. Product produced since May 2002 does not require the kit nor does it have the green dot since this product is out of the scope of the program.

The retrofit program applies only to specific Rheem/Ruud heavy-duty gas products, Richmond PerfectFit products, Rheem Canada models (dampered and non-dampered), W.W. Grainger (Vanguard) products, and Peoples Gas units built between January 1, 1997 and April 19, 2002.

The manufacture date for all affected products can be determined by reading the first four digits of the ten-digit product serial number. The first two digits represent the month. The third and fourth digits represent the year of manufacture.

Ex: 0599xxxxxx would read as May 1999

(05 = fifth month, 99 = 1999)

Ex: 1200xxxxxx would read as December 2000

(12 = twelfth month, 00 = 2000)

Date coded units between 1197xxxxxx and 0402xxxxxx are affected.

Both natural gas and propane models are affected.

Both ASME and non-ASME models are affected.

Both standard and high altitude models are affected

The Program applies to the following U.S. and Canadian models:

Rheem/Ruud Universal models:

G50-98, G67-114 (obsolete), G75-125, G82-156, G37-160, G76-180, G37-200, G76-200, G91-200, G100-200, G100-250 (A), G100-270 (A), G100-310 (A), G100-400 (A).

Richmond Perfect Fit models:

T50-98, T67-114 (obsolete), T75-125, T82-156, T37-160, T76-180, T37-200, T76-200, T91-200, T100-200, T100-250 (A), T100-270 (A), T100-310 (A), T100-400 (A).

Rheem Canada models:

RCD or RFD or RF 50-98, 98-50, 67-120, 120-67, 75-125, 125-75, 37-160, 160-37, 82-156, 156-82, 76-180, 180-76, 98-180, 180-98, 76-200, 200-76, 91-200, 200-91, 100-200, 200-100, 100-250, 250-100 This includes models with or with out the suffix: 1, A, A-1, C, CA, CH, CBC, CEA, or CHEA

W.W. Grainger models:

6E743, 6E740, 6UT20, 6UT21

Peoples Gas models:

PG67-120, PG100-250, PG76-200, PG91-200, PG91-200P

Each applicable unit is to have an additional burner tray support bracket installed. Rheem will provide an approved retrofit kit at no charge in quantities sufficient to meet customer demand. To cover the services required to install the kit, the factory will provide a labor allowance for each product within the scope of the program. The maximum allowance for each unit retrofitted in the field will not exceed \$75.

Supplied with the Retrofit Kit:

The Installation Instructions: Indicates the specific instructions applicable to installing the retrofit support bracket.

The Performance Record Form: Is a record that **MUST** be completed and submitted together with the appropriate labor bill for each individual retrofit in order to receive credit. Any unit not installed in accordance with applicable codes must be corrected at end user's expense prior to retrofit within the program.

The retrofit will not affect the limited warranty provided with each unit.

Labor allowances are effective May 15, 2002 and will remain effective through December 31, 2004.

Rheem Water Heaters extends its apology for any inconvenience this might have caused and sincerely thanks you for your cooperation in the program. As questions or needs for additional information arise. Please call us at a special toll free contact number in our Technical Center:

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