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September 27, 2017

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement which relates to certain AT37-G, AT40G, AT40M, L42A, L42/44E, LR7-56RM, TA45M, TA50, and AN46E-OC equipped with JEMS System having the ZeroRPM HVAC only.

Refer to SIL 639 for items covered under the warranty policy. Altec will supply necessary parts to correct this condition.

In order to determine if your unit is affected by SIL 639, compare the serial number of your unit with the list of affected units as described on the SIL. The product improvement will be performed by Altec. Contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance.

At any time, you may contact Altec at 1-877 GO ALTEC (1-877-462-5832) with your unit's serial number to determine if there are any other outstanding notices.

If you have sold or retired the unit please call Altec at 1-877-GO-ALTEC (1-877-462-5832) so the records may be changed.

We regret this inconvenience; however we are taking this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.

# Service Information Letter

Date: September 27, 2017

Units Affected: AT37-G, AT40-G, AT40M, L42A, L42/44E, LR7-56RM, TA45M, TA50, and AN46E-OC equipped with JEMS System having the ZeroRPM HVAC only

## **Air Conditioner Electronic Control Update**

Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

Some customers have reported a failure of the JEMS HVAC system during operation. Investigation of the issue found that a voltage spike in the HVAC electronic controls system caused the breakdown. Improved electronic components have been developed to help eliminate the JEMS HVAC system failure in the future.

Customers should replace the electronic component no later than the next scheduled preventive maintenance interval. Order the HVAC Contactor, part number 990375244, by calling 1-877-GO ALTEC (1-877-462-5832).

This repair is covered under the Altec Warranty Policy and can be performed by Altec or the customer's warranty provider. Altec will allow up to \$180 for the labor to perform this repair. A warranty claim must be submitted for the cost of the labor. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection or repair at the owner's location.