



April 29, 2019

Re: TECHNICAL SERVICE BULLETIN – V1422CLOD / V1422BROD / V1422WHOD

Dear Alpha System's Customer:

Alpha Systems, LLC is alerting you to a potential issue involving the Alpha Systems polycarbonate outer dome skylights (Clear/Bronze/White), installed on units manufactured between 12/1/2018 and 4/19/19.

What is the issue?

A limited number of outer dome skylights (V1422CLOD/V1422BROD/V1422WHOD) have displayed cracks soon after installation. Cracks may originate at the flange of the skylight and extend outward. This issue has been known to occur within 2 weeks of installation.

Dealers: What should you do?

- Please inspect any skylights on units that fall within the production period of 12/1/18 and 4/19/19. Check for cracking, paying special attention to the flange and the corners.
- If cracking is present, take pictures of the defect and email them to warranty@alphallc.us. Please also include the unit's VIN, Make, Model and Year, as well as your dealer information. (NOTE: Pictures of the defective skylight are required for payment.)
- Upon approving a claim, Alpha Systems will ship a replacement skylight, sealant and butyl tape for the repairs to be completed. In select cases, Alpha will also provide a shipping label so that the defective skylight may be returned to Alpha for testing. (NOTE: If the return of a skylight is requested, a claim will not be paid until the skylight is received.)

Hours allowed for the inspection and repair of a defective skylight is 0.6 hours

Dealers: How do I replace a cracked skylight?

Instructions for completing the repair are included with this bulletin. Please contact warranty@alphallc.us if you have questions.

Dealers: How do I obtain payment?

- Email a copy of the final invoice/work order to Alpha Systems after the repair is completed. A check will be issued for 0.6 hours of labor.
- Payments will only be provided within the scope of this Technical Service Bulletin.

May Alpha Systems, LLC assist you further?

Email any questions or pictures to Monica McCabe at warranty@alphallc.us

Sincerely,

Alpha Systems, LLC

5120 Beck Drive · Elkhart, IN 46516
Phone (574) 295-5206 · (800) 462-4698 · Fax (574) 970-2703

Procedure for replacing
a cracked skylight.

Step 1

From the roof side of the unit, using a cut off wheel, cut away as much of the clear polycarbonate skylight bubble as possible.



Step 2

This will leave the original skylight flange secured and sealed to the roof.



Step 3

Clean the top side of the inner dome with compressed air and a dry rag to remove any plastic dust.



Step 4

Prep the replacement translucent polypropylene skylight as follows.

Apply $\frac{1}{4}$ in by $\frac{3}{4}$ in butyl tape to the bottom of the skylight screw flange.



Step 5

If using Alpha Thane urethane sealant, prep the top of the flange with TPO primer. Failure to prime will result in a failure of Alpha Thane Urethane sealant to bond to the skylight.



Note

Do not primer if using solvent based sealants from Alpha or Dicor.



Step 6

Position the replacement skylight over the original flange and attach the replacement skylight to the unit through the original flange using 1 $\frac{3}{4}$ in screws.



Step 7

Finish by applying sealant to the flange of the replacement skylight overlapping onto the original sealant.



