

**To: Residential Distributors and Dealers**  
**From: Technical Service Department**  
**Date: January 6, 2010**  
**Re: The Use of Non-Nordyne Heater Kits**

In reference to Product Bulletin RPB09-145 Use of Non-Nordyne Heater Kits, Technical Service can only provide technical information and troubleshooting for Nordyne Heater kits.

Product Bulletin RPB09-145 Use of Non-Nordyne Heater Kits

*"As a reminder, the warranties for NORDYNE's products require that NORDYNE equipment be installed in accordance with NORDYNE's installation instructions, which require that only NORDYNE-authorized kits or accessories be used. Currently, all NORDYNE-authorized heater kits are made by NORDYNE. Use of other heater kits with NORDYNE products can adversely affect their operation and/or safety. Therefore, the use of non-NORDYNE-authorized heater kits will void NORDYNE warranties. For further details, please refer to your distributor agreement with NORDYNE and the appropriate warranty documents and installation instructions. To further communicate these points, a new label is being added to all NORDYNE Air Handlers, Package Air Conditioners, and Package Heat Pumps with the following statement: "Use of non-NORDYNE-authorized heater kits is prohibited by NORDYNE warranty. Utilize NORDYNE-authorized heater kits only." As always, NORDYNE-authorized heater kits provide the full express limited warranty coverage."*

There have been a number of reports of Non-Nordyne heater kits with Nordyne Model numbers being installed in Nordyne Air Handlers. These heater kits will not work properly and can cause damage to the air handler and components. The use of these aftermarket kits will void the Warranty on the equipment.

If you have any questions please contact Nordyne Technical Service at 1-800-422-4328 ext.2

Thank You  
Nordyne Technical Service