

GARN® WHS Technical Service Bulletin – 10.16.2019; rev 10.17.2019

SUMMARY

DECTRA CORPORATION is issuing this service bulletin related to a potential component quality issue. Since January 1, 2018 about 20 GARN WHS 2000 H and 2000 V models may have had a 1.5" schedule 40 PVC NPT plug accidentally installed in lieu of a steel plug. This air collar plug is installed in a 1.5" weld flange located on the face of the air collar, a couple of inches below and center on the loading door. This air collar plug is provided to enhance and ease the cleaning of ash out of the lower portion of the air collar.

THE PROBLEM

This plug is NOT exposed to water. Likewise it is NOT directly exposed to the combustion chamber; however, it is exposed to the warm preheated air contained within the air collar. As such over time it may soften allowing air leakage into the air collar.

ACTION REQUIRED

All units placed in service after January 1, 2018 should be checked to determine if this plug is PVC or steel. Although DECTRA CORPORATION is trying to notify all customers that have purchased units since January 1, 2018, customers are encouraged to personally check the air collar plug and notify DECTRA if it is PVC. To determine if the plug is PVC:

1. Use a knife to scrape away the paint on the plug.
2. If the plug is white in color and easily scratched, it is PVC.
3. If the plug is silver or black in color and hard to scratch, it is steel.

DO NOT operate the GARN WHS 2000 unit if the plug has been **removed or is deformed**. If the plug is PVC, please contact DECTRA directly and request a replacement:

- Martin Lunde at martin.lunde@dectra.net
- Please include your unit serial number, when it was first put into service and your complete ship-to address for the replacement part

DECTRA will forward a new steel replacement air collar plug at no cost. Installation is basic and consists of:

1. Unscrew and dispose of the PVC plug.
2. Wrap Teflon® tape on the treads of the new steel plug.
3. Screw the new plug into the threaded flange and tighten.