



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, DC 20410-8000

OFFICE OF HOUSING

November 18, 2015

MEMORANDUM FOR: All Inspection Primary Inspection Agencies (IPIAs)

FROM: Pamela Beck Danner, Administrator, Office of Manufactured Housing Programs

SUBJECT: Nortek Global HVAC Furnace Service Bulletin

The Department of Housing and Urban Development's (HUD), Office of Manufactured Housing Programs, has become aware that Nortek Global HVAC (Nortek) has recently found inconsistencies with the label affixed to certain furnace breaker box covers and the location of the breakers in furnace models E4EB-015H and E4EB-017H. According to the bulletin, the label may result in incorrect wiring of the branch circuits for circuit breakers of the two heat strip banks of the furnace (refer to Technical Services Bulletin TB15-121/A, dated October 26, 2015, attached).

Based on the description of the problem provided by Nortek, these inconsistencies would meet the criteria for requiring a Subpart I investigation pursuant to 24 CFR §3282.404, if these furnaces have been installed in manufactured housing units. Some of your clients may have installed an affected furnace in their manufactured homes, therefore, pursuant to 24 CFR § 3282.366(a), HUD is requesting your agency send a copy of the attached notices to your manufactured housing clients and that they identify all of the homes containing these products.

The results of the manufacturer's investigation should be reported to HUD within thirty (30) days of the date of this memo. In the event of a class of homes, you are reminded that the IPIA shall concur in the method used to determine the class of potentially affected manufactured homes or shall state why it finds the method to be inappropriate, inadequate, or incorrect [24 CFR 3282.366 (b)].

HUD also requests that if it's determined that a class of homes does exist, that the home manufacturer work with the product manufacturer to notify consumers of the issue and provide HUD with a plan of notification for approval, including the list of affected homes. To expedite this process, you may notify Jason McJury of the results via email at: [Jason.C.McJury@hud.gov](mailto:Jason.C.McJury@hud.gov)

Should you have any questions regarding this matter or your responsibilities under the Regulations, please contact Jason McJury, Office of Manufactured Housing Programs, at (202) 708-6423.

Attachment

**TO:** Residential Distributors and Dealers  
**FROM:** Nortek Global HVAC Technical Support  
**DATE:** October 26, 2015  
**RE:** E4EB-015H, E4EB-017H

**REVISED**

Nortek Global HVAC recently discovered an inconsistency between the label affixed to the breaker box cover and location of the breakers in E4EB-015H and E4EB-017H furnaces.

If the label is followed when connecting the branch circuit to the furnace, the breaker with the 10 kw heat bank could be wired to the 30 amp branch circuit breaker at the main electrical panel, and the 5kw heat strip and blower could be wired to the 60 amp branch circuit at the main electrical panel.



While this does not present a safety issue, when the 10KW heat kit bank energizes, it will trip the 30 amp branch circuit breaker. The furnace will continue to operate with only 5KW of heat.

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**Field Fix**

1. At the main breaker panel, identify the 2 double pole breakers supplying power to the furnace and switch them to the off position
2. Remove the door from the furnace.
3. Remove the control doors covering the heater elements and breakers.



Remove covers

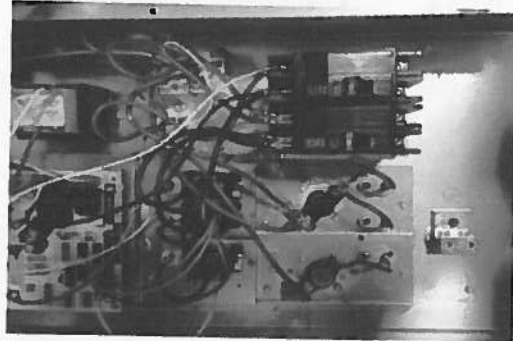
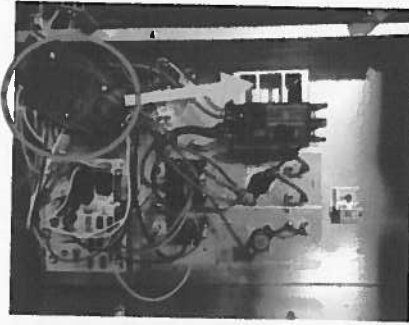
4. With the covers off, verify 0 VAC on the line side of the breakers in the furnace electrical control panel.
5. With a screwdriver remove the line voltage wiring from the 2 electrical breakers in the furnace.
6. Pull the Lock tab from the bottom breaker and remove it from the sheet metal base.



Pull the lock of the bottom breaker and remove the breaker from the sheet metal base.

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7. With the bottom breaker removed, slide the top breaker down until it reaches the edges of the sheet metal base.
8. Reinstall the removed breaker from step 6 in the top position.



After you push the breaker down, install breaker # 2 on top.

9. Reinstall the field wiring, the 30 amp circuit should be connected to the upper breaker, the 60 amp circuit should be connected to the lower breaker.
10. Turn on power at the 2 branch circuit breakers at the main electrical panel.
11. Verify 208/240 VAC at the line side of the breakers.
12. At the thermostat, place the furnace in heat mode and raise the temperature on the thermostat.
13. When the furnace starts, verify the amp draw at the furnace and insure that the amp draw at the breaker is correct for the sized wire for the 2 circuits at the furnace.

Nortek Global HVAC will pay one hour of standard labor plus mileage.

If the furnace is corrected before install or in the distributor location, Nortek will pay \$35 per furnace.

If you have any questions, please contact Nortek Global HVAC Technical Services at 1-800-422-4328 or your Nortek Global HVAC sales representative.

Thank You  
NORTEK Global HVAC Technical Support

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