



Service Bulletin

SR-044 Rev 1
Supersedes SR-044

DATE: May 4, 2010
TO: All Service and Parts Managers
SUBJECT: Return of Failed all Aluminum Coils

In 2009 Goodman began releasing all aluminum evaporator coils on our AWUF wall mounted air-handlers and CHPF horizontal cased coils. These coils use aluminum tubing and fins as opposed to the copper tube aluminum fin coils.

Due to the successful launch of these products, in 2010 Goodman will be expanding our offering of all aluminum coils to eventually encompass all indoor evaporator coils. While the reliability rates on the aluminum coils have been very high, we strive to learn as much as possible from any field failure. To ensure Goodman continues to provide the highest quality products to our customers, we are requesting all failed all aluminum coils to be returned to Goodman for evaluation per the following procedure.

1. Contractors must return every aluminum coil reported to be defective for whatever reason to the distributor from which they were purchased.
2. Distributor must contact Technical Services for an RMA to return the aluminum evaporator coil. Steve Perry is the primary contact and can be reached at Stephen.Perry@goodmanmfg.com or by phone at 931-438-2224. Also any of the Product Specialists in Technical Services can assist.
3. We will need the following information to issue an RMA.
 - a. Model and Serial Numbers for the coil or coils to be returned.
 - b. Precise reason the coil was replaced under warranty. (A statement that the coil was "Defective" is not acceptable)
 - c. Distributor Name and Address where the coils are to be picked up.
 - d. Distributor Contact (name, email address and phone number) who will be coordinating the RMA.
 - e. Contractor Name and Address including City, State, Zip Code and phone number.
4. Goodman will issue a RMA and will arrange to have the coil or coils picked up from your location.
5. Once the coil has been evaluated the contact person identified in step 3 will be notified of our findings.

Your help with this important quality initiative is appreciated to ensure Goodman continues to produce a high quality all aluminum evaporator coil. **Note:** Following this process is a requirement for continued payment of a warranty claim on an aluminum coil. As with any warranty claim, Goodman reserves the right to deny any claim made on a part that is found without a defect. The homeowner information including phone number must be included for all claims.

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