As many of you are aware, we have received numerous reports that circuit protectors on our power units are experiencing nuisance tripping. In other words, power units are turning off when their circuit protectors trip during use, and they continue to trip repeatedly even after resetting them. A majority of these reports are from installation locations with elevated temperatures.

**Does Heat Affect Circuit Protectors?**
When a power unit is located in a space that is not temperature controlled (like a garage), the area can become extremely hot in the summer months or in areas of the country with higher temperatures. A power unit’s circuit protector is designed to react to heat from excessive current, but it is also affected by external heat sources. Although the circuit protectors have shown compromised performance, our motors have not been affected (no motors have overheated or failed prematurely).

**Safe, But a Nuisance**
This situation poses no safety issue, but it is definitely a nuisance and is being addressed. The majority of the nuisance tripping reports have been associated with the 466Q and 566Q power units, and a small percentage of Filtered Cyclonic units. Besides higher temperature power unit locations, we’ve identified several other factors contributing to nuisance tripping, including higher performance motors that produce more heat as well as some improperly crimped terminals on power cords.

**Design and Manufacturing Changes**
We have modified several components in our power unit design (see back page illustration), but are waiting for UL approval (due December 1, 2006) before we can incorporate the changes into production. As an immediate manufacturing fix, we’ve removed the exhaust tube foam to promote better cooling. Notice, we did NOT remove the Top Cover Foam, because that would aggravate the problem by allowing the warm exhaust to recirculate through the motor and cause it to run hotter. DO NOT REMOVE THE TOP COVER FOAM.
More Design and Manufacturing Changes
Once UL Approval is received, the above production changes for the 466Q and 566Q True Cyclonic units will be immediate, as will the following design modifications to the FC300, FC550 and FC650 Filtered Cyclonic units:

- Circuit Protector and Vendor Upgraded to Mechanical Products 17 amp (from 15 amp) for Greater Resistance to Higher Motor Compartment Temperatures
- Increased Power Cord size from 16 AWG to 14 AWG and Upgraded to a Power Cord Vendor with Stringent QA Crimp Calibration Procedures
- Upgraded Interior Jumper Wire to 14AWG from 16 AWG (to match power cord gauge)

NOTE: Despite the many upgraded unit components, homes can still use a 15 or 20 amp house breaker.

What Should You Do Now?
This will be handled as a normal warranty claim. If a customer reports a nuisance tripping problem, please contact Customer Service at 1-800-822-8356.