

Service Bulletin

SA-008

DATE: June 18, 2008
TO: All Service and Parts Managers
SUBJECT: Flood Damaged Appliances

Due to the unfortunate flooding experienced by many areas in the Midwest in recent months, we are reissuing the following Flood Damaged Appliance bulletin. GAMA (Gas Appliance Manufacturers Association, Inc.) issued a newsletter addressing the use of appliances after flood damage. The following is an excerpt from that GAMA publication and is succeeded by a copy of a press release sent out by the CPSC (Consumer Protection Safety Commission) regarding safety tips for flood victims. Note that the CPSC flood release advises victims to have their appliances inspected and cleaned after flooding, as well as a warning that consumers should replace all gas control valves, circuit breakers, and fuses that have been submerged.

This information is vital to the safe operation of appliances that have been damaged by water. Therefore, please read the following carefully and share it with your dealers.

Flood-Damaged Appliances Should Be Replaced, Experts Warn.

It is important to remember that all flood-damaged plumbing, heating, cooling and electrical appliances and related systems should be replaced, rather than repaired. This warning was issued by GAMA, the national trade association representing manufacturers of appliances, components and related products used in space heating and water heating, commercial food service and power generation. The organization also recommends that all work on flooded equipment be performed by a qualified licensed contractor, not by homeowners.

The GAMA warning stems from past reports of accidents resulting from improper do-it-yourself repairs of flood-damaged appliances. One homeowner, for example, suffered severe burns in a flash fire that occurred when he tried to re-light the pilot on his flooded gas water heater. The Association stresses that not only gas equipment is at risk, but also units using oil or electricity as the energy source.

Controls damaged by flood water are extremely dangerous. Attempts to use equipment with defective gas or oil control devices can result in fires, flashbacks or explosions. And in the case of electric appliances, the result can be injury or even death from a powerful electric shock. Devices at risk include water heaters, furnaces, boilers, room heaters and air conditioners.

The Association stresses that the repair of flooded appliances and related systems (including damaged venting and electrical connections) is not a job for the do-it-yourselfer, no matter how skilled. This is particularly true of control valves, according to GAMA officials. These components are manufactured to extremely close tolerances. Once submerged in floodwater, they must be replaced. Field repairs should never be attempted by the homeowner.

Even when controls appear to be operative, the unit should not be used after floodwaters recede. It may work for a while but it will deteriorate over time. It might take a week, a month, or even a year, but once any control has been under water, it presents a serious hazard...fire or explosion in the case of gas controls, fire or shock in the case of electric equipment.

Because so many things can go wrong as a result of floodwater, it's usually cheaper, and always safer to replace, rather than repair. You can have a control valve replaced, but there may be damage to other parts of the unit, like venting, piping, burners and insulation. There are just so many things that can go wrong and the wise choice is always to start over with new equipment.

In some instances, government aid may be available to help consumers finance the replacement of flood-damaged heating equipment. For information, homeowners should contact any of the offices of the Federal Emergency Management Administration (FEMA), set up to help flood victims.

Goodman is not responsible for damage as a result of **floods**, fires, winds, lightning, accidents, corrosive atmosphere or other conditions beyond the control of Goodman. The warranty provided with each unit gives you specific legal rights, and you may also have other rights that may vary from state to state.

Units are not covered under the manufacturers warranty or component failures as the result of the above mentioned damages.

PLEASE NOTE THAT GOODMAN SHALL, IN NO EVENT, BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES OR DAMAGES TO PROPERTY. Some states do not allow for the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

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Consumer Product Safety Commission Alert

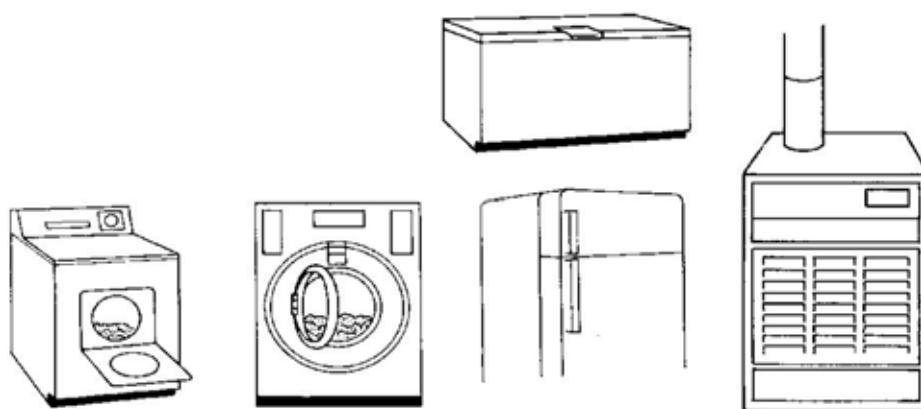
**From the U.S. Consumer Product Safety Commission, Washington, D.C.
20207**

Safety Tips for Flood Victims

The U.S. Consumer Product Safety Commission (CPSC) recommends several safety tips to the victims of floods. This safety alert illustrates some dangerous practices which consumers may be tempted to engage in during efforts to rebuild or while staying in temporary housing, tents, or partially damaged homes. This information is provided in an effort to prevent injuries and deaths from consumer products as flood survivors make new beginnings.

For more disaster-related information or help with emergency preparedness, visit the Federal Emergency Management Agency (FEMA).

Do not use electrical appliances that have been wet. Water can damage the motors in electrical appliances, such as furnaces, freezers, refrigerators, washing machines, and dryers.



If electrical appliances have been under water, have them dried out and reconditioned by a qualified service repairman. Do not turn on damaged electrical appliances because the electrical parts can become grounded and pose an electric shock hazard or overheat and cause a fire. Before flipping a switch or plugging in an appliance, have an electrician check the house wiring and appliance to make sure it is safe to use.

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To prevent a gas explosion and fire, have gas appliances (natural gas and LP gas) inspected and cleaned after flooding.

If gas appliances have been under water, have them inspected and cleaned and their gas controls replaced. The gas company or a qualified appliance repair person or plumber should do this work. Water can damage gas controls so that safety features are blocked, even if the gas controls appear to operate properly. If you suspect a gas leak, don't light a match, use any electrical appliance, turn lights on or off, or use the phone. These may produce sparks. Sniff for gas leaks, starting at the water heater. If you smell gas or hear gas escaping, turn off the main valve, open windows, leave the area immediately, and call the gas company or a qualified appliance repair person or plumber for repairs. Never store flammable materials near any gas appliance or equipment.

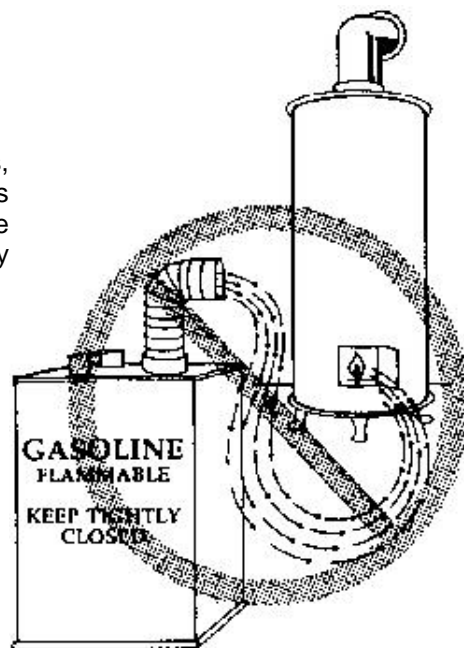


Check to make sure your smoke detector is functioning.

Smoke detectors can save your life in a fire. Check the battery frequently to make sure it is operating. Fire extinguishers also are a good idea.

Gasoline is made to explode!

Never use gasoline around ignition sources such as cigarettes, matches, lighters, water heaters, or electric sparks. Gasoline vapors can travel and be ignited by pilot light or other ignition sources. Make sure that gasoline powered generators are away from easily combustible materials.



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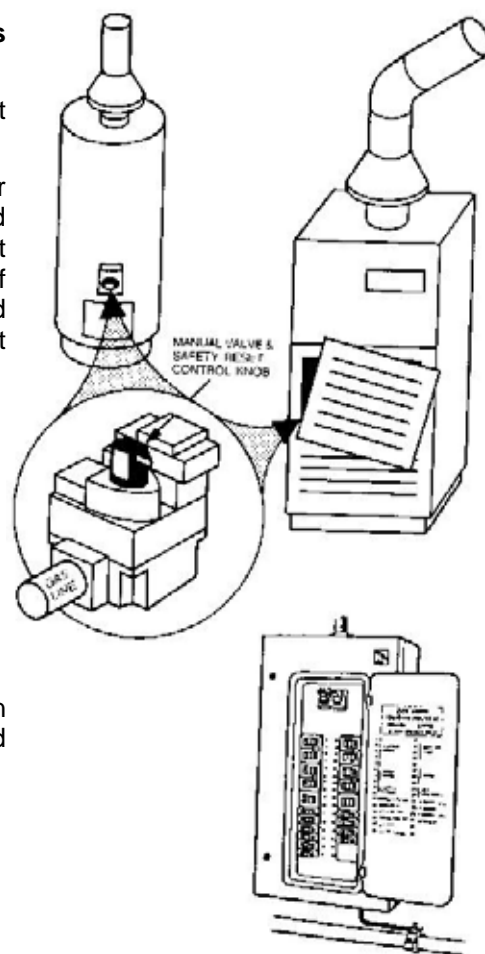
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WARNING

Submerged gas control valves, circuit breakers, and fuses pose explosion and fire hazard!

Replace all gas control valves, circuit breakers, and fuses that have been under water:

GAS CONTROL VALVES on furnaces, water heaters, and other gas appliances that have been under water are unfit for continued use. If they are used, they could cause a fire or an explosion. Silt and corrosion from flood water can damage internal components of control valves and prevent proper operation. Gas can leak and result in an explosion or fire. Replace ALL gas control valves that have been under water.



ELECTRIC CIRCUIT BREAKERS AND FUSES can malfunction when water and silt get inside. Discard ALL circuit breakers and fuses that have been submerged.

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