

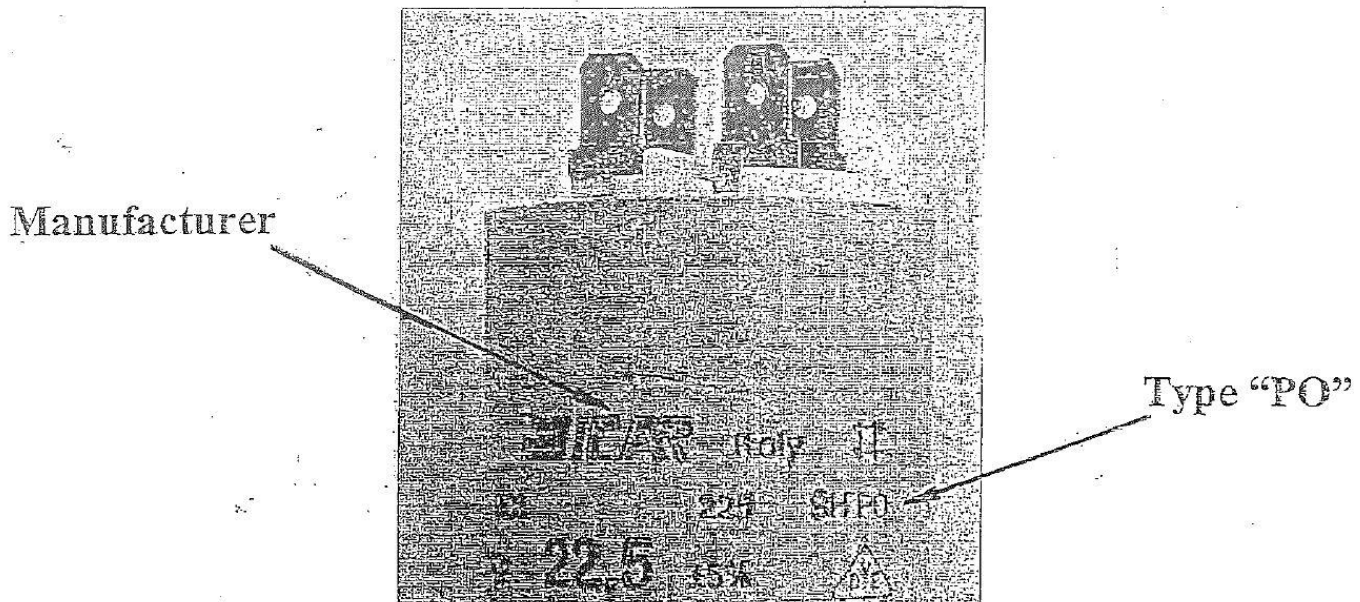
To: AUTHORISED DEALERS/DISTRIBUTORS
N.Z. APPROVED INSTALLERS
H.O., REG'L & AUST. MANAGERS
APPLIC. NOTICE GENERAL LIST

Issue No.: 03/01
Date: 25th June 2001
From: C Snell/K Edwards

Subject: HAN L5 CONTROLLER (058V2)
Units: OSA/ISD220, also applies if used with OSA/ISD250-390

From 1999 to mid 2004 we supplied our units with this type of capacitor. A very small percentage of these have failed after some time in the field.

This defect is not one of temperzone's manufacture. It has come to our notice not only through the isolated instances with our own product, but to a greater extent through the combined experiences of other Australasian manufacturers who have also used this type of capacitor.



To put the defect in context, we supply over 50,000 capacitors in our units each year and we estimate that to date failures are approximately 0.1 % of this figure'.

Nevertheless, we are prepared to sponsor the replacement of all of these capacitors installed in our units. Since the Italian manufacturer ICAR has declined responsibility, **temperzone will supply replacement capacitors free of charge.**

Since we do not have records of the on-sale and eventual location of our products, we have to rely upon you to identify and replace these capacitors when you do the 6 monthly maintenance services as required per the Installation and Maintenance brochures supplied with our product. Temperzone will pay reasonable labour costs incurred by you for the replacement of capacitors during a scheduled service.

However, should you be called upon to rectify any capacitors that have failed, please replace all other capacitors of this type that are at the same location. Temperzone will meet the reasonable labour costs incurred by you in this situation.

Through these cost-efficient methods of replacing capacitors during scheduled services and by replacing many where one has failed, we will be able to undertake replacement of all capacitors within a reasonable time frame.

If you are involved in the regular servicing of our units, please order (free of charge) a minimal starting quantity of replacement capacitors, stating the quantity and ratings required.

After replacement, please return a completed "Capacitor Replacement Requisition form as attached. You may then order more free replacement capacitors, provided you have supplied us with the quantities, ratings and location of earlier replacements per the previously completed Capacitor Replacement Requisition Form.