



AirGenerate and Electrolux Tier 2 Heat Pump Water Heaters Re-listed

Why were these HPWH units removed from the HPWH Qualified Product List?

Between March and August of 2013 Air Generate identified that a defective batch of evaporators had been installed in Air Generate ATI66 and ATI66DV units. Approximately 300 units received the defective evaporators (with an estimated 200 installed and shipped).

Haven't there been other mechanical issues?

This is the third, albeit minor, mechanical issue for Air Generate. In September 2012 Air Generate worked quickly to address low refrigerant charge issues affecting about 8% of the product installed in the Pacific Northwest. In December 2012, there was a minor electrical malfunction with the water heater's main power connection junction box affecting the Air Generate ATI66 and ATI50, requiring a rewiring procedure. Both of these issues were addressed quickly and corrected by Air Generate to NEEA's satisfaction.

Why is NEEA putting the Air Generate HPWH back on the HPWH Qualified Products List?

NEEA determined that AirGenerate and Electrolux have complied with the Corrective Action Plan sufficiently to be re-instated on the HPWH Qualified Product List.

NEEA negotiated with Air Generate the following Corrective Action Plan:

1. Air Generate will agree to provide NEEA with quarterly updates (or whenever major supplier and manufacturing changes occur) on Manufacturing QA process, including third party audits of quality levels and verification of implementation of QA processes.
2. Air Generate to provide no later than Nov 7th a detailed and comprehensive plan to address all units from the "bad batch", those at distributors, installers, and in homes. Plan will include details on timeline for this process, how things will be communicated (and to whom), who will be performing inspections and warranty work, etc. (this plan was provided by Nov 7).
3. Air Generate agrees to pay for an ongoing third party field inspection process for a sampling of 10% of installed units one year after installation. The field inspection process will be the same as the current field inspection process that has been co-developed between AG and CLEAResult/NEEA. AG agrees to share with NEEA all of the results of the third party inspections on a monthly basis.

Action reported by NEEA as of Jan. 12, 2015:



-
- Manufacturing issues have been addressed.
 - Letters were mailed to notify all 427 customers that may be affected.
 - 159 customers have already responded via call or email.
 - Of the respondents, 147 units have been evaluated to date. 35 units have been replaced and 7 have been repaired.

BPA has agreed to re-list the Air Generate HPWHs, continue using the HPWH Qualified Product list located at www.SmartWaterHeat.com and these units will once again become eligible for BPA payment. Barring any additional issues, the April 1, 2015 BPA Implementation Manual will include this correction.

For more details on this issue or the Correction Action Plan, please contact Jill Reynolds, NEEA Program Manager at jreynolds@neea.org.