



SERVICE AND APPLICATION NOTES

IAQ-15-02
March 27, 2015

Humidifier Installation Kits (Brass Insert Not Required)

AFFECTED PRODUCT

HCWB3-13, HCWB3-17 and HCWP3-18

ISSUES

In November 2014, Lennox switched from a translucent PE style water supply tubing to a white PEX tubing because Canadian codes require water supply tubing to be CSA certified. The new water supply tube is a PEX tube that is clearly identified with the Canadian plumbing code B137.5 stamp on the tubing.

The previous translucent supply tube was made of a softer material which required the use of a brass insert to prevent the tube from collapsing when the compression fitting was tightened. The new white PEX tube is stronger and does not require the brass insert.

Inadvertently the brass inserts were not removed from the packaging when we changed to the PEX tubing and we apologize for any confusion or frustration that this has created.

As of this week, all installation kits will no longer include the brass insert. As we continue to work through existing inventory please communicate to the installers that the brass insert is not required.

Providing you with complete resources and support is the central focus of the Lennox technical support team. Conveniently available to assist you on technical issues, service questions and parts. Technical support can be reached at 1-800-4-LENNOX.

