

KENDALL CAMP PROPERTY OWNERS ASSOCIATION

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TO: Kendall Camp Homeowners

FROM: Kendall Camp POA Board

DATE: January 9, 2013

SUBJECT: Malfunctions with Bryant Furnace Secondary Heat Exchangers at Kendall Camp

The purpose of this memo is to make Kendall Camp homeowners aware of a furnace maintenance issue that may impact you in the future. In recent weeks, three Kendall Camp homeowners have had significant trouble with their Bryant furnaces. The common problem is a manufacturing defect in the secondary heat exchanger. According to HVAC service companies and as can be read on the internet (this site gives a good overview of the problem: <http://www.omaha-home-inspection.com/carrier-settlement-on-high-efficiency-furnaces.pdf>), the separation of a polypropylene laminate on Bryant secondary heat exchangers (a key component of the furnace) manufactured after 1989 can cause the furnace to malfunction and not produce heat. If you have this problem, an error message indicating a furnace malfunction will appear on your main thermostat and the air coming out of the vents will be noticeably cooler than normal.

In addition to the three units with recent malfunctions (Goldfarb # 1; Schmidt # 13; Mesecher # 15) two other units (Castro # 5; Johns # 7) had similar problems in 2011. All five of these units were part of the Phase One (2005 to 2006; Units 1/2, 5/6, 7/8, 11/12, 13/14, 15/16) construction at Kendall Camp. These are the five units the Board is currently aware of, but there may be others who have experienced the same problem. Generally, the problem first appeared at least five years after furnace installation. That places all the Phase One units currently in the window for the malfunction. The Phase Two (construction in 2007-2008; Units 3/4, 9/10, 17/18, 19/20, 21/22) units have just recently begun entering the five year window. However, depending on whether they have a furnace model impacted by the defect installed (check the weblink above for model numbers), they may not necessarily experience this problem.

The good news is that the secondary heat exchanger is under extended warranty from Bryant along with four hours of labor. The not so good news is that you may still have out of pocket repair costs (at least \$1000) for parts and labor not covered. The five homeowners thus far have had widely differing experiences with the quality of the repair work. The level of satisfaction with the work has varied between jobs at different units by the same contractors (so far three different contractors have been used) due to delays in receiving parts; excessive work done (i.e. replacing the entire furnace); and multiple visits needed to solve the problem.

If you have in the past or are currently experiencing a similar problem with your furnace please let the Board know. If you have this problem in the future, feel free to contact any of the homeowners (Goldfarb, Schmidt, or Mesecher) who have recently had the problem. They are willing to share their lessons-learned with you to help solve what can be a very frustrating experience.

Sincerely,

The Kendall Camp POA Board