

# ULTRA HEAT, INC

ULTRA HEAT, Inc. • 1314 Perkins Street • Elkhart, IN 46516-4913 • Phone: 574-522-6594 • Fax: 574-522-1967

March 12, 2004

**Mr. Kelly A. Green**

Dutchmen Manufacturing  
2164 Caragana Court  
Goshen, IN 46526

Re: Ultra Heat's New Return Goods Authorization (RGA) Policy

Dear Mr. Green:

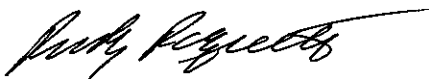
Attached to this cover letter is a copy of Ultra Heat's new return goods authorization (RGA) policy. Please review the terms of our new RGA policy and the actions your company will be expected to take when returning Ultra Heat heater(s). To properly process returned heater(s) for possible warranty replacement we require all RV manufacturers and their authorized dealers to follow our RGA policy. Enclosed is a statement of Ultra Heat's One Year Limited Warranty. Please review our one year limited warranty statement to become familiar with the terms of Ultra Heat's warranty and how it will apply with the new RGA policy.

For your convenience we have enclosed some useful Ultra Heat reference documents that will be helpful when dealing with commonly encountered dealer and end user service and technical assistance requests.

- ✓ **Troubleshooting UHI 12 Volt DC Tank, Pipe and Elbow Heaters** – Details how Ultra Heat 12 Volt DC heaters can be functionally tested and steps that can be taken to look for common problems.
- ✓ **Spray Adhesives Acceptable for Repairs on Ultra Heat Heaters** – This is a list of aerosol spray adhesives that can be used to reattach Ultra Heat Heaters that have fully or partially come off the mounting surface.
- ✓ **Installation Instructions for 13 Volt DC Ultra Heat Holding Tank Heaters** – These installation instructions can be used to install new Ultra Heat Tank Heaters or replace damaged Ultra Heat Heaters. **Please note:** Some companies are now using electrical relays as part of the electrical installation of Ultra Heat Heaters. For these companies the electrical installation section of these instructions will not apply.

If you have questions, concerns or comments regarding the new RGA policy, our one year limited warranty or the reference documents included please contact us. Thank you for being our valued customer.

Best regards,



Rudy Paquette  
National Sales Manager



John D. Soptich  
Sales Engineer

# Ultra Heat Inc.

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Web site: [www.ultraheat.com](http://www.ultraheat.com)

Date:2-1-04

## Ultra Heat Inc.

### Return Goods Authorization (RGA) Policy

- (1) All return heaters **must be issued an RGA number** prior to returning any Ultra Heat Heater.
- (2) All alleged defective Ultra Heat heater must be returned for testing and evaluation. No alleged defective heater will be accepted without an RGA number.
- (3) All the proper paperwork must be in the carton, also description of the malfunction of the heater
- (4) The carton that the Ultra Heat heater is returned in must have the RGA number on the return carton. Any Ultra Heat heater returned that does not furnish the above requirements will be sent back to the sender.
- (5) Ultra Heat will only accept alleged defective heater from OEM's, and authorized dealers.
- (6) Ultra will not accept any alleged defective heater from end users unless authorized by Ultra Heat
- (7) Any Ultra Heat heater that is out date of the One Year Warranty will be sent back to the sender. The Ultra Heat One Year Warrant states the warranty is valid from the date of purchase by the end user of the Recreational Vehicle.
- (8) The One Year Warranty states Ultra Heat will replace any declared defective heater at no charge for the heater.
- (9) Ultra Heat **will not** pay for any labor or installation charges unless authorized by Ultra Heat Inc.

Joseph E. Soptich Jr.  
President

# Ultra Heat Inc.

## ONE YEAR LIMITED WARRANTY

- (1) All products manufactured by Ultra Inc. have a "ONE YEAR LIMITED WARRANTY from the date of purchase.
- (2) All Ultra-Heat's products are guaranteed to the end user against any manufacturing defects from workmanship and material defects.
- (3) Proven defective products must be reported to Ultra-Heat Inc. within one year of the date of purchase.
- (4) Defective products will be replaced at no charge to the customer.
- (5) Ultra-Heat Inc. will not pay for any service charges, inspections, or repair charges.
- (6) Any modification of Ultra-Heat products from their original design will void the "One year Limited Warranty."
- (7) All return items must have prior approval before returning any product to Ultra-Heat Inc.
- (8) This warranty is void under the following conditions:
  - (a) Improper installation of the heaters
  - (b) Not properly following operational instructions when using the heaters.
  - (c) Incidental or consequential damage to the heaters incurred due to improper use for any reason, including accident, abuse, road debris, normal wear and tear beyond the normal and reasonable limits of the products.

Ultra-Heat Inc. P.O. Box 4939 Elkhart, IN 46514-4913 U.S.A.

# ULTRA HEAT, INC

## Troubleshooting UHI 12 Volt DC Tank, Pipe and Elbow Heaters

**Step No.1:** Perform the appropriate functional test for each type of heater.

### **Functional Test for Pipe and Elbow Heaters:**

- a. Turn the 12 Volt DC power switch for the pipe and elbow heater circuit to the "ON" position.
- b. Place your hand on the center of the foam pad of the heater. Within 5-10 minutes you should feel the foam pad getting warm to the touch. If you do not feel heat through the black foam pad the pipe and/or elbow heater is not working properly then proceed to the next troubleshooting step below.

### **Functional Test for Tank Heaters:**

- a. Turn the 12 Volt DC power switch for the tank heater circuit to the "ON" position.
- b. Place an ice pack on the thermostat of the tank heater. Pipe and elbow heaters are Not equipped with a thermostat and do not require this measure. The tank heater's thermostat is located near where the white wire goes into the black foam pad and forms a visible bump through the black foam pad. The ice pack must remain in place for a minimum of 5-10 minutes, possibly longer, if the tank and contents are hot. The thermostat is a normally open device and will not close unless it reaches 44°F.
- c. Place your free hand on the center of the black foam pad. If the thermostat is closed, you will feel the black foam pad getting hot to the touch. This means that the heater is working properly. If the black foam pad does not get warm after an appropriate amount of time then proceed to the next troubleshooting step below.

**Step No.2:** Check the 12 Volt DC fuses in the 12 Volt DC fuse panel. If a fuse is blown then replace the fuse with the correct size fuse for this power circuit. Repeat the appropriate functional test for each type of heater.

**Step No.3:** Check the AC circuit breaker feeding power to the RV power converter. Verify that the breaker is in the closed ("On") position. Repeat the appropriate functional test for each type of heater.

**Step No.4:** Check connections to all heater(s) 12 volt DC power switch and verify the switch is working properly. Repair and/or replace the 12 Volt power switch if necessary. Repeat the appropriate functional test for each type of heater.

**Step No.5:** Check all electrical connections to the heater's electrical leads. Verify that 12 Volt DC power is available at the heaters electrical leads. Repair and/or replace all bad electrical connections. Repeat the appropriate functional test for each type of heater.

**Step No.6:** Check all 12 Volt DC wires and verify that all wires are whole and no broken wires exist. This will require tracing all wires in the heaters power circuit. Repair all broken wires. Repeat the appropriate functional test for each type of heater.

**Step No.7:** Verify that all heaters are connected in parallel to the power circuit wires. If the heaters are connected in parallel then all the heater's positive ("Red") wires will be connected to the same positive circuit wire and all the heater's ground ("White") wires will be connected to the same power circuit ground wire. Ultra Heat heaters should never be connected in series. If necessary rewire all Ultra Heat heaters in parallel on an appropriately sized power circuit. Repeat the appropriate functional test for each type of heater.

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## Spray Adhesives Acceptable for Repairs on Ultra Heat Heaters

- 3M™ 76 High Tack Adhesive
- 3M™ High Strength Adhesive 90
- 3M™ Super Trim Adhesive
- 676 High Performance Spray Adhesive – Russell Products Bristol, IN
- Bostik Supertak High Performance Spray Adhesive
- Boring-Smith Super Bond 4H High Temperature, High Strength Adhesive
- Spray Rite All Purpose Adhesive – Chem Tech, Inc. Bristol, IN
- STA'-PUT IV Multi-purpose Spray Adhesive SP4M – TACC Rockland, MA
- STA'-PUT IV Multi-purpose Spray Adhesive SP4H – TACC Rockland, MA

Revision Date: 3/11/2004

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Revision Date: 4/05/2002

## Installation Instructions for 13 Volt DC Ultra Heat Holding Tank Heaters

### Installation onto the Tank Surface:

1. The surface temperature of the holding tank used must be the same temperature as the manufacturing plant. This prevents water condensation on the tank surface.
2. Thoroughly clean the bottom tank surface where the Tank Heater is to be placed with Isopropyl Alcohol (70% Alcohol Solution). The rag, cloth or towel used to clean the tank surface should be changed periodically so that dirt is not transferred back to the tank surface.
3. After cleaning with alcohol, allow the bottom tank surface to dry completely. All of the alcohol must flash off the tank surface. The tank surface must be clean and dry. There can be no foreign particles on the tank surface.
4. Peel the release paper off the back side of the tank heater exposing the adhesive.
5. Place the tank heater on the bottom of the tank, close to the tank drain. Start at one end of the tank heater and place it on the tank surface so that every part makes contact with the tank surface. If the holding tank has ridges the tank heater must go over the ridges without creating an air gap between the tank heater and the tank surface. If the holding tank has grooves the tank heater must go completely into the groove so that there are no air gaps between the tank heater and tank surface.
6. Press down firmly on all parts of the tank heater making sure there are no gaps on the edges. While pressing down on the tank heater Do Not stretch the foam pad so that it spreads out beyond its original size. Pressing down firmly on the heater will activate the pressure sensitive adhesive.

***Caution:** When properly installed it will be very difficult to remove the Ultra Heat Tank Heater without destroying it.*

### Electrical Installation:

7. Connect each tank heater's wire leads to the power circuit wires using only crimp-type connectors.
8. Multiple tank heaters or any combination of tank, pipe and elbow heaters may be installed on one circuit as long as the following conditions are met:
  - a. All tank, pipe and elbow heaters on one circuit must be connected in parallel only.