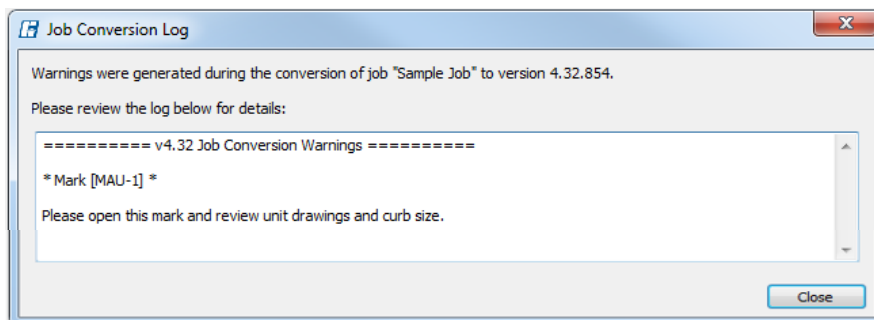


TO: All Greenheck Representatives  
FROM: Taylor Dane  
Application Engineer Sr., Tempered Air Products  
DATE: March 27, 2020  
SUBJECT: Correction To Dimensional Updates DGX, IGX & MSX



The release of CAPS® 4.32 in April fixes an issue that caused **inaccurate dimensional information for select make-up air units (DGX, IGX, and MSX) and their associated roof curbs**. Upon identifying this situation, we proactively addressed this issue. All new quotes and orders using CAPS 4.32 should have no problems related to this issue. However, some previous jobs converted to CAPS 4.32 may have these issues, and upon converting you may see the message shown below:



Please review these converted jobs against dimensional information (specifically the unit and curb length) you have provided to your customers. If the updated dimensional information cannot be changed or is unacceptable, please contact tempered air products (TAP) customer service. We will do everything we can to minimize the impact.

In summary, this is what you need to do when you open an old CAPS job with DGX, IGX, and MSX units using CAPS 4.32:

- A. The job opens as expected with no warnings – proceed as usual
- B. The job opens with a warning – verify unit dimensions and curb length. Proceed as usual if dimensions have not changed
- C. The job opens with a warning showing different unit dimensions and curb lengths. Verify if the new dimensions/length are acceptable to your customer and proceed **or** contact TAP customer service for more information.

Not all selections that receive the warning above will have dimensional changes and many will not have any issues. The issues occurred on select configurations during a small window of time so most selections will not see any changes.

We apologize for any inconvenience and will provide more information in the upcoming “New in CAPS 4.32 for Tempered Air Products” webinar. You can always contact [TAP@greenheck.com](mailto:TAP@greenheck.com) or call 1-800-240-0870 with questions.