

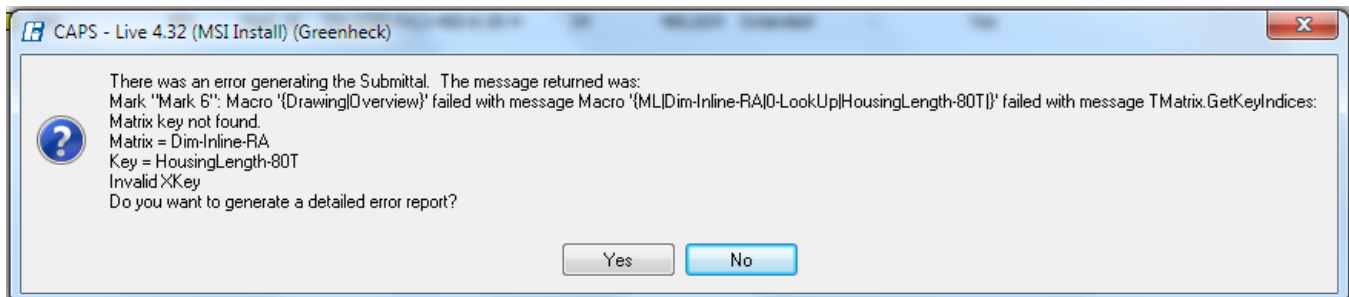
TO: Greenheck International Representatives
FROM: Mukul Sharma, Product Manager, Greenheck India
DATE: May 18, 2020
SUBJECT: Resolving errors in CAPS® 4.32



We are working to resolve two issues discovered in the April release of CAPS (4.32). The following information addresses the models affected, a temporary workaround, and how soon you can expect a permanent fix for these issues. We apologize for these errors and any inconvenience they may cause.

Model RA 3 – F400

1. The motors currently available in CAPS are limited. The temporary solution is to request a special design request (SDR) for F400 motors. We will have a permanent fix for this issue in the August release (4.33) of CAPS.
2. Please email customer service at GIN.Service@greenheck.com if the following error message appears while generating your submittal and schedule. A fix for this issue will appear in the next CAPS update, scheduled for May 26, 2020.



Model CDB

Motor list prices are not appearing in the total fan list price when selecting CDB models 200 and 300 in CAPS 4.32. The list price of insulated housing also is incorrect in this version.

We addressed both CDB issues and fixed in time for the CAPS 4.33 update.

Please email customer service at GIN.Service@greenheck.com regarding pricing for CDB models 200 and 300 for your upcoming projects.

Thank you for your understanding with these issues and thank you for your continued sales effort!