

TO: Greenheck Mechanical Representatives  
FROM: Marty Gissel  
Segment Manager, Commercial Dampers  
DATE: September 30, 2021  
SUBJECT: Select Honeywell Actuator Shortages



We continue to take steps to minimize the impact of worldwide shortages affecting you and your customers. Honeywell has been unable to produce their Jupiter series actuators for several weeks. As a result, we are currently out of stock of the four actuator models listed in the table below. These are high torque actuators that we use on our FSD, SMD, VCD, and ICD dampers.

Part #	Actuator Model
382823	MS4120F1006
382824	MS8120F1002
383024	MS4120F1204
383255	MS8120F1200

Due to this situation, we are currently unable to accept Quick Build (QB) orders for dampers with these actuators. In addition, standard lead time orders entered with these actuators will have an extended lead time. Orders entered having these actuators along with other non-affected actuators will be split into two delivery groups. The delivery group with the affected actuators will receive a promise date based on the most recent information we have from Honeywell. This date is currently 6-8 weeks depending on the model. The delivery group for the lines without the affected actuators will ship based on our current posted lead times.

QB orders and standard lead time orders at our posted lead times are available on most damper configurations by selecting alternate actuators in CAPS®.

This situation is noted both on the lead time bulletin and on the CAPS Live News Feed page. We will remove these postings as soon as normal availability of these actuators is restored.

Thank you in advance for your understanding.