

Bulletin: 71-21

TO: All Greenheck Representatives
FROM: Dave Mayer, Product Manager, Power Roof Ventilators
DATE: December 13, 2021
SUBJECT: Grease Trap Error in CAPS® 4.37



A bug was discovered where the Grease Trap accessory to CUE and CUBE fans is being selected automatically. This bug only affects new fans selected in CAPS® 4.37. This issue will be fixed in the update scheduled for Tuesday, December 21.

Here is more information and our response in handling orders for these products until the CAPS update:

1. UL-762 is not available on CUE sizes 60-95, making the Grease Trap accessory unnecessary. However, the bug still places the Grease Trap accessory on those CUE sizes. Still, the bug will not allow you to remove the grease trap.
 - a. Therefore, orders received on models (CUE sizes 60-95) where UL-762 isn't allowed *and* CUE/CUBE-99 and larger not having selected UL-762 will automatically have the grease trap removed.
2. The Grease Trap accessory is defaulting on CUE/CUBE sizes 99 and up. You can remove the accessory if is not required by selecting "none" from the Grease Containment question on the Accessories tab.
3. We will not modify orders for CUE/CUBE selections with UL-762 selected. The majority of these orders come selected with a grease trap. Please review your selections and deselect it yourself if the grease trap is not desired.

If you need a submittal for the CUE-60-95 that doesn't show the grease trap, please email your CAPS file to prvfans@greenheck.com and we can provide one without it.

Thank you for your patience and understanding with this CAPS error.