

TO: All Greenheck Representatives
FROM: Andy Jackson, Product Manager, Louvers
Marty Gissel, Segment Manager,
Commercial Dampers
DATE: March 20, 2023
SUBJECT: Actuator Availability



Given the challenges the industry has experienced over the last two years with actuator availability, we want to give you an update on the situation. Although actuator availability has improved over the last several months, we have recently been made aware of significant component shortages that both Honeywell and Siemens are experiencing that have started to affect the availability of certain actuator models and will continue to affect availability in the coming months.

Since these component shortages tend to be very dynamic and can improve or worsen with little notice, it is difficult to pinpoint the specific models that will be impacted and for how long. As such, the purpose of this bulletin is to reiterate our strategy for dealing with these shortages.

Dampers

If you place an order for a damper calling for an actuator model that is unavailable, we will automatically substitute the selected actuator for an alternate model that has equivalent torque and functionality.

There is an exception to this practice. In Damper CAPS® there is a question called Actuator Manufacturer that defaults to Least Cost. If you leave the answer as Least Cost and your selected actuator is unavailable, we reserve the right to substitute it. However, you can specify a manufacturer, such as Belimo or Honeywell, and if we do not have an actuator from that manufacturer that meets your application's requirements, we will not automatically substitute the actuator for one from an alternate supplier. In that situation, the order will be flagged, and you will be contacted by the factory to discuss your options.

Louvers

Honeywell 24V MS8120 series actuators will be removed from CAPS® 4.41 (April 2023), upon which time the only available 24V actuator(s) will be the Belimo AFB series. Any selections made that incorporate a Honeywell 24V MS8120 series actuator will convert when opening the file in CAPS 4.41, or beyond, until further notice. We intend to introduce 24V Siemens actuators in CAPS 4.42 (August), which will be more cost comparable to the removed Honeywell MS8120 series and complement the available Belimo AFB series with a lower cost, default option for 24V actuators.

When required to fulfill operable blade louver orders, we **may** elect to substitute actuators, without notice, on orders previously selected with Honeywell MS4120 or MS8120 series actuators with equivalent Siemens GVD series actuators (when available) or Belimo AFB series.

For both dampers and louvers, "automatic substitutions" will be made at Greenheck's expense. If your order will not permit any actuator substitutions (and you have not selected a specific actuator

manufacturer as part of a damper selection), please indicate “No Actuator Substitutions Allowed” in the order entry notes. Orders that do not permit substitutions may experience lead times well beyond those published.

To keep you up to date with the availability of specific actuator models, we will post updates on the “Live News” tab in CAPS.