



PRODUCT SERVICE BULLETIN

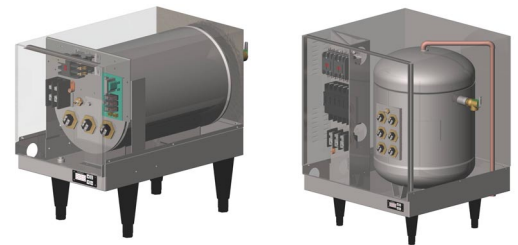
DATE: February 1, 2004

TO: All Service Agencies

SUBJECT: HUBBELL ELECTRIC BOOSTER
HEATER SALES AND SERVICE
INFORMATION

PURPOSE:

To inform Service Agencies of the Hubbell brand as an alternate source for **electric booster heaters**. To provide Service Agencies with all of the information needed to begin to sell and service Hubbell boosters.



BACKGROUND:

For many years, the marketplace has had little choice with respect to electric booster heaters. When field replacement for a booster heater became necessary, Service Agencies typically turned to Hatco to satisfy the requirement.

Recently, Hubbell has committed its resources to becoming a major force in the electric booster heater market. Hubbell's background is in water heating (since 1920), and has been making booster heaters since 1954, but only for the New England market. The company has re-designed the booster heater line and is rolling it out nationwide. Specifically, the new Hubbell design includes many features that a Service Agency will greatly appreciate.



- ✓ Direct replacement to Hatco – same physical dimensions requires no new piping
- ✓ Hubbell offers a full range of models
- ✓ Ability to remove any component without removing any others
- ✓ Numerous Hubbell product advantages to benefit users and service technicians

Hubbell booster heaters feature an all stainless steel tank that is ASME stamped and backed with a full ten (10) year non pro-rated tank warranty. The Hubbell J model comes in both 6 and 16 gallon sizes and is available in a full range of kW at all voltages. The Hubbell booster heater provides the Service Agent with a choice for a new replacement booster heater line that can directly replace Hatco units and has a feature set that exceeds Hatco's all at similar price points.

This Service Bulletin will provide:

- Company information on Hubbell
- Technical information on the Hubbell Model J-series Booster Heaters
- Service support information on the Hubbell Model J-series Booster Heaters
- Sales information on the Hubbell Model J-series Booster
- Booster Pricing information

HUBBELL INFORMATION:

1. Company Background

- a. Privately held company founded in 1920
- b. Sole business is water heating
- c. ISO9001:2000 registered company
- d. All production based in 55,000 square foot Stratford, CT plant
- e. Diversified markets:
 - i. 45% Commercial
 - ii. 30% Government/Military (US Navy since 1940)
 - iii. 25% Industrial
- f. Solid reputation based on:
 - i. Quality
 - ii. Service
 - iii. Competitiveness

2. Technical Information

J64 to J618 (4 KW to 18 KW)

J624 to J658 (24 KW to 58 KW)

J164 to J1658 (4 KW to 58 KW)



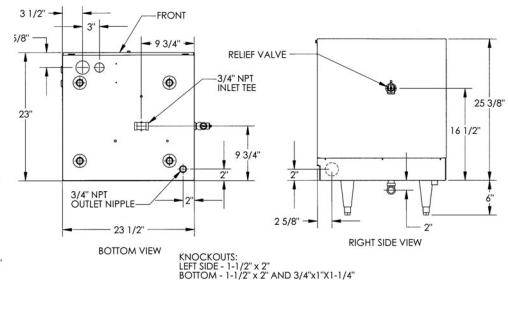
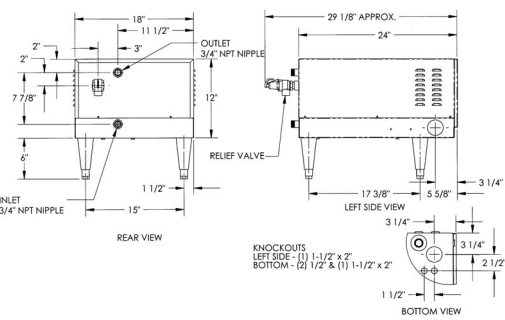
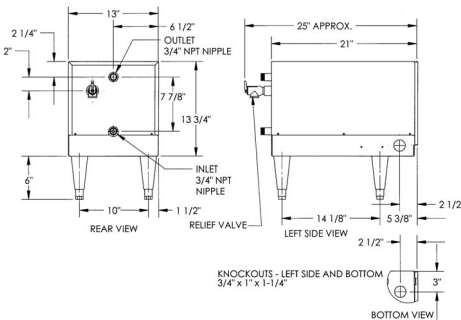
Ships via UPS weighs 95Lbs



Ships via UPS weighs 110Lbs



Ships common carrier weighs 180Lbs



(same footprint and connection locations as Hatco C-series and S-series)



ANSI/NSF 5

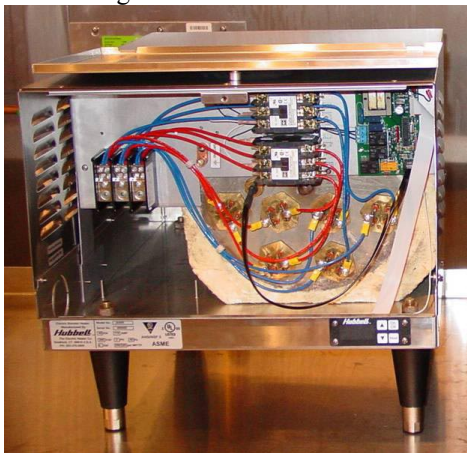
Hubbell vs. Hatco Feature Comparison

FEATURE	HUBBELL (J-series)	HATCO (C-series)
Tank Warranty	10 Year Full	5 Full/5 Pro-Rated
Other Parts Warranty	1 Year	1 Year
Labor Warranty	1 Year	1 Year
Control Technology	Electronic / Solid-State with digital	Electro-Mechanical
Low Water Cut-Off	YES	YES
Leak Detection Sensor	YES	No
Dial T&P Gauges	One (1) + digital display	Two (2)
Pressure Reducing Valve	YES-Bronze	YES-Cast Iron
Adjustable Legs	YES	YES
Slide Brackets	YES-When specified	YES-When Specified
Relief Valve	YES	YES
Circuit Protection	Circuit Breakers	Fuses
Insulation Type	Foamed in-place polyurethane	Fiberglass Blanket
Tank Construction	Stainless Steel	Cement Lined Steel
Housing Construction	Stainless Steel	Painted Steel
Agency Approvals	UL, UL EPH, ASME	UL, NSF
ASME Approval	YES	No

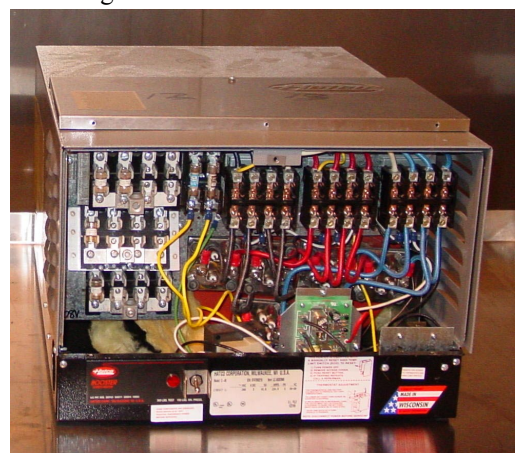
➡ = Advantage Hubbell

Which unit would you rather service?

Hubbell 6 gallon 45kw



Hatco 6 gallon 45kw



3. *Service Support*

a. Documentation

- i. Hubbell Model J detailed Operating and Maintenance Manual:
 - o Attached to this Bulletin
 - o Additional copies can be obtained from the Product Service Department at 203-378-2659 or directly from the Hubbell website.
- ii. Hubbell Model J Pricing Booklet:
 - o Attached to this Bulletin, includes the following
 - o Model J Brochure
 - o 2004 New Booster Pricing
 - o 2004 Parts Pricing
 - o Parts Breakdown
- iii. Hubbell Model J documentation is available on the web at <http://www.hubbellheaters.com/html/modelj.html>

b. Training

- i. No special or additional training is required to service the Hubbell Model J Electric Booster Heater. With the above documentation, an experienced and trained service technician will be qualified to service this equipment.

c. Replacement Parts

- i. Service Agents may place purchase orders for Hubbell replacement parts by mail, phone, fax or email to:

Hubbell Electric Heater Company
P.O. Box 288
Stratford, CT 06615
203-378-2659
203-378-3593 (fax)
pswanson@hubbellheaters.com

- ii. Hubbell will stock replacement parts for immediate shipment.
- iii. Local Hubbell Representatives may stock Hubbell replacement parts, please contact your representative for more information.

d. Warranty Administration

- i. Hubbell will sell the Model J Electric Booster Heater with a standard warranty against defects in material and workmanship for a period of one (1) year after start-up. This warranty will cover parts, repair labor and travel during normal working hours. Additionally, the booster tank carries a full ten year (non pro-rated) warranty on the part.
- ii. Service Agencies will submit one all-inclusive (parts, labor, travel, ground shipping, etc.) warranty claim/invoice per warranty service call to:

Hubbell Electric Heater Company
Attn: Warranty Administration
P.O. Box 288
Stratford, CT 06615-0288

- iii. A copy of the technician's associated service ticket(s) should be attached to each warranty claim/invoice.
- iv. Hubbell will promptly approve and process for payment all warranty claims with reasonable and customary charges.
- v. Hubbell will reimburse for warranty repair and travel time at 80% of local Street Rates for service performed. Service Agents will bill any premium time portion of a warranty overtime call to the end user. Overtime and premium time will not be allowed under this warranty.

- vi. Hubbell will reimburse the Service Agent for replacement parts installed under warranty at the Service Agent's net price.
- vii. Service Agents will hold failed Hubbell parts removed during warranty service for 60 days from service date before scrapping.
- viii. Service Agents will return any failed parts removed during warranty service, if requested by Hubbell within the 60 day hold window.

e. Technical Support

- i. Service Agencies may obtain technical service and troubleshooting assistance for the Hubbell Model J Electric Booster Heater by calling the Hubbell Technical Support team who are:

Cliff Dineson	Technical Manager
Bill Newbauer III	Technical Specialist
Paul Dubicki	Product Engineer
Chris LaBella	Sales Manager

at:
203-378-2659 Monday thru Friday 8:00 AM- 5:00 PM EST

ACTION:

Please review this bulletin with those on your staff who have a need to know to ensure their understanding.

A comprehensive nationwide Hubbell Booster Heater sales and marketing program is being implemented. A national network of Food Service Representatives will support the sales and marketing effort. For more information on the Hubbell booster please contact your local representative shown below.

Chris LaBella
Hubbell
National Sales Manager
Food Equipment Division

LOCAL REPRESENTATIVE: