

# PTAC Safety Recall – First Notice

## Notice to Resellers/Distributors

March 22, 2018

Dear Reseller/Distributor:

In cooperation with the U.S. Consumer Product Safety Commission (“CPSC”), Goodman Company, L.P. (“Goodman”) is implementing a voluntary corrective action plan (“CAP”) to repair certain Packaged Terminal Air Conditioners/Heat Pumps (“PTACs”) manufactured by Goodman between approximately January 1, 2010 and September 30, 2017 and sold under the Goodman, Amana, York International and Energy Knight brand names. The affected PTACs contain an outdoor fan motor which can, under severe abnormal conditions, overheat and pose a fire hazard. To address the potential hazard, Goodman is providing a repair kit to all commercial/institutional PTAC owners and a free in-home repair by an authorized technician to non-commercial PTAC owners.

Affected PTAC models begin with the following prefixes: EKTC15, EKTH15, PMC15, PMH12, PMH15, PTC15, PTH12, PTH15, UCYB15 and UCYH15. Only units with the first four digits of the serial numbers in the range between 1001 and 1709 are affected. In addition, a model verification tool is available at Goodman’s recall website at <https://www.amana-ptac.com/> (click on the “Recall” link at the bottom of that page).

Our records show that, during the relevant time period, one or more affected PTAC units were shipped to you for further distribution. We request your cooperation and assistance in two respects to help ensure the success of this CAP, as follows:

*First*, if you have any of the affected units in inventory, please quarantine them and ensure that they are retrofitted in accordance with the CPSC-approved CAP before they are sold. Please contact Goodman’s CAP Administrator at 1-888-803-0512 to obtain a free repair kit for each affected unit.

*Second*, we need your help to notify directly affected PTAC owners about the CAP. We do not have records of who purchased affected units from you, and therefore request that you provide the following purchaser information to the CAP Administrator: names, addresses, and number of affected PTAC units purchased by your customers between January 2010 and January 2018. To the extent possible, please identify whether these units were purchased for installation in commercial/institutional buildings (e.g., motels, hotels, or hospitals), or whether they were being purchased for use by non-commercial owners (e.g., in private homes). Through the CAP Administrator, we will contact the owners of affected PTACs about the CAP and how to participate. Please send the requested information to the CAP Administrator as soon as possible via email to [regcen@realtimeresults.net](mailto:regcen@realtimeresults.net).

Goodman very much appreciates your prompt attention to and cooperation in this matter. Should you have any questions regarding this notice, please visit <https://www.amana-ptac.com/> (click on the “Recall” link at the bottom of that page) or call toll-free 1-888-803-0512 to obtain additional information.

Sincerely,  
Goodman Company, L.P.

### Verification Code: 308C7C50-6437031

(Please enter the above verification code on the registration website)