April 29, 2019

Re: TECHNICAL SERVICE BULLETIN – V1422CLOD / V1422BROD / V1422WHOD

Dear Alpha System’s Customer:

Alpha Systems, LLC is alerting you to a potential issue involving the Alpha Systems polycarbonate outer dome skylights (Clear/Bronze/White), installed on units manufactured between 12/1/2018 and 4/19/19.

What is the issue?
A limited number of outer dome skylights (V1422CLOD/V1422BROD/V1422WHOD) have displayed cracks soon after installation. Cracks may originate at the flange of the skylight and extend outward. This issue has been known to occur within 2 weeks of installation.

Dealers: What should you do?
- Please inspect any skylights on units that fall within the production period of 12/1/18 and 4/19/19. Check for cracking, paying special attention to the flange and the corners.
- If cracking is present, take pictures of the defect and email them to warranty@alphallc.us. Please also include the unit’s VIN, Make, Model and Year, as well as your dealer information. (NOTE: Pictures of the defective skylight are required for payment.)
- Upon approving a claim, Alpha Systems will ship a replacement skylight, sealant and butyl tape for the repairs to be completed. In select cases, Alpha will also provide a shipping label so that the defective skylight may be returned to Alpha for testing. (NOTE: If the return of a skylight is requested, a claim will not be paid until the skylight is received.)

Hours allowed for the inspection and repair of a defective skylight is 0.6 hours

Dealers: How do I replace a cracked skylight?
Instructions for completing the repair are included with this bulletin. Please contact warranty@alphallc.us if you have questions.

Dealers: How do I obtain payment?
- Email a copy of the final invoice/work order to Alpha Systems after the repair is completed. A check will be issued for 0.6 hours of labor.
- Payments will only be provided within the scope of this Technical Service Bulletin.

May Alpha Systems, LLC assist you further?
Email any questions or pictures to Monica McCabe at warranty@alphallc.us

Sincerely,

Alpha Systems, LLC

5120 Beck Drive • Elkhart, IN 46516
Phone (574) 295-5206 • (800) 462-4698 • Fax (574) 970-2703
Procedure for replacing a cracked skylight.
Step 1
From the roof side of the unit, using a cut off wheel, cut away as much of the clear polycarbonate skylight bubble as possible.
Step 2

This will leave the original skylight flange secured and sealed to the roof.
Step 3

Clean the top side of the inner dome with compressed air and a dry rag to remove any plastic dust.
Step 4

Prep the replacement translucent polypropylene skylight as follows.

Apply ¼in by ¾in butyl tape to the bottom of the skylight screw flange.
Step 5

If using Alpha Thane urethane sealant, prep the top of the flange with TPO primer. Failure to prime will result in a failure of Alpha Thane Urethane sealant to bond to the skylight.
Note

Do not primer if using solvent based sealants from Alpha or Dicor.
Step 6

Position the replacement skylight over the original flange and attach the replacement skylight to the unit through the original flange using 1 ¾ in screws.
Step 7

Finish by applying sealant to the flange of the replacement skylight overlapping onto the original sealant.
Note

If Alpha Thane urethane sealant is used the polypropylene flange of the replacement must be primed.