



BTU INTERNATIONAL

Customer Service Bulletin:

BTU is committed to provide the highest level of support to all our Customers World Wide. Our service programs are structured to provide the best value possible by reducing cost of ownership, improving product quality, and reducing downtime. BTU Customers have available to them 24 hour Technical Support (via 1-800-998-0666, + 978-667-4111 x701[Worldwide]) or via email at customerservice@btu.com, staffed by highly qualified, trained, and experienced Customer Service Specialists to assist you.

Technical Bulletin: FCU Control Modules, Windows® XP and Windows® 7.

– BTU's older furnaces (from 1988 – 2002) utilized an FCU control module to communicate from the computer to the furnace. This technology was release more than 2 decades ago as the main communications network for all our furnaces. These units, along with computers operating on Windows® XP and Windows® 7, are no longer available and will need to be replaced by our newer Intellimax 2® control unit and a computer running Windows® 10.

This new communication package will immediately bring your furnace up to the most recent release of BTU's Wincon software and all its benefits in speed and data management. Proactively upgrading your system, on your time schedule, will also eliminate the concern of unavailable replacement components and extended down time in case of any unforeseen emergency failure.

Please contact BTU and request a quote and schedule an install. Please have your machine's serial available.

Other BTU Services available:

- ❖ Furnace Health Checks programs (see attached)
- ❖ Installation Assistance
- ❖ System Relocation Support
- ❖ Formalized Operator, Maintenance and Software Training
- ❖ Emergency On-Site Repair
- ❖ Calibrations - Traceable to ANSI/NCSL and ISO standards
- ❖ Upgrades – Both hardware and software for process improvements.
- ❖ Application Engineering Support

Contact BTU Customer Support to discuss your Service, Training, Technical Support, and Process Requirements.

