



Electric Thermal Storage • [www.steffes.com](http://www.steffes.com) • [offpeak@steffes.com](mailto:offpeak@steffes.com) • 888.783.3337

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March 19, 2024

To Our Valued Customers,

We are contacting you to notify you of the retirement of two Steffes Electric Thermal Storage (ETS) legacy products, the **Double Loop Furnace** and **Heat Pump Booster**.

Due to the advanced age of these products, we have encountered supply chain challenges that have become too significant to overcome. These products were last manufactured between 2000 and 2002, leading to the obsolescence of many replacement parts or unrealistic circumstances for our team to sustain.

In addition to hardware issues, our technical team's ability to support these legacy products is also constrained. Troubleshooting efforts often consume considerable time and may not yield successful outcomes for you the consumer.

Considering these challenges, starting June 1, 2024, the ETS Team at Steffes will cease ordering parts and offering technical support for the following products:

Double Loop Furnaces (Models DLF30B and DLF40B)

Heat Pump Boosters (Models HPB11, HPB15, and HPB22)

Until June 1, 2024, Steffes will continue to offer technical support and accept orders for replacement parts for DLF and HPB products.

Please be aware that certain parts may already be unavailable, but our sales and supply chain teams will make every effort to fulfill each request. If we encounter difficulties in acquiring parts, we will communicate directly with you. Any remaining inventory after June 1 will be sold on a first-come, first-served basis until depletion.

Please be advised that replacement parts for DLF and HPB products ordered after March 19, 2024, will not be covered under a Steffes warranty due to the retirement of these products.

If you have questions about these product retirements or want to place orders, please contact our team at [offpeak@steffes.com](mailto:offpeak@steffes.com) or 888.783.3337.

Sincerely,

The Steffes ETS Team