

CertainTeed

TrueComfort[®]

Blown-in Fiber Glass Insulation System

OPERATOR'S MANUAL



CertainTeed
SAINT-GOBAIN

TrueComfort[®] System

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TrueComfort System

Introduction

TrueComfort® Blown-in Fiber Glass Insulation System

CertainTeed's TrueComfort® Blown-in Fiber Glass Insulation System is designed for use by do-it-yourselfers and remodeling contractors. The system is comprised of CertainTeed's high-quality blown-in insulation and the portable blowing machine used to install it.

The TrueComfort machine has a two-piece design, making it easy to transport in a minivan or SUV. Other features include a remote control on the hose that allows the user to turn the machine off and on while in the attic, and an easy-to-maneuver hand-truck design.

TrueComfort insulation is a safe, blown-in fiber glass product specially designed for attic applications. It is super-expanding, so it requires fewer bags than similar products to achieve the same R-value.

The TrueComfort insulation and high-performance blowing machine combine to form an insulating system offering superb performance, dependability and ease of use.

About CertainTeed Corporation

Through innovation and creative product design, CertainTeed has helped to shape the building products industry for more than 100 years. The company is North America's leading brand of exterior and interior building products, including insulation, roofing, siding, windows, fence, decking, railing, trim, foundations, pipe, walls, ceilings and access covers. Headquartered in Valley Forge, Pennsylvania, CertainTeed has nearly 70 manufacturing facilities throughout the United States and Canada.

About this Manual

Please read this manual thoroughly before operating the TrueComfort Blown-in Fiber Glass Insulation System. All of the features, setup and operation procedures, specifications and warranty information, as well as instructions for the safe operation of the portable blowing machine, are detailed for your information and convenience.

Thank you for choosing the TrueComfort System.

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Safety

IMPORTANT SAFETY INSTRUCTIONS

WARNING – When using electric appliances, basic precautions should always be followed, including the following:

- Read all the instructions before using the insulation blower.
- To reduce the risk of injury, close supervision is necessary when an insulation blower is used near children.
- Do not make contact with moving parts.
- Only use attachments recommended or sold by the manufacturer.
- Use of extension and power cord:
 - This product requires the use of a power cord. In addition to the supplied power cord, care should be exercised in the selection and use of an extension cord.
 - To disconnect, press the stop button and turn off the main circuit breaker before removing plug from outlet.
 - Do not unplug by pulling on the power cord. To unplug, grasp the plug, rotate counter-clockwise, and pull.
 - Unplug from outlet when not in use and before servicing or cleaning.
 - Do not operate any insulation blower with a damaged cord or plug, or after the machine malfunctions or is dropped or damaged in any manner. Return the insulation blower to the nearest authorized service facility for examination, repair, or electrical or mechanical adjustment.
 - The marked electrical rating of the extension cord shall be rated for at least 15 amps.
 - The extension cord shall be a grounded 3-wire cord.
 - The extension cord should be arranged so that it will not drape over the countertop or tabletop where it can be tripped over, snagged, or pulled on unintentionally (especially by children).
 - An outdoor rated extension cord should be used with this machine. An outdoor use extension cord is marked with suffix letter “W” and with a tag stating “Suitable for Use with Outdoor Appliances.”
- Store insulation blower indoors when not in use. Keep out of the reach of children.
- Never operate this equipment if the operator or the machine is standing in water, snow or rain.
 - Do not clean this insulation blower with water spray or the like.
- Connect to a properly grounded outlet only. See *Grounding Instructions*.

SAVE THESE INSTRUCTIONS

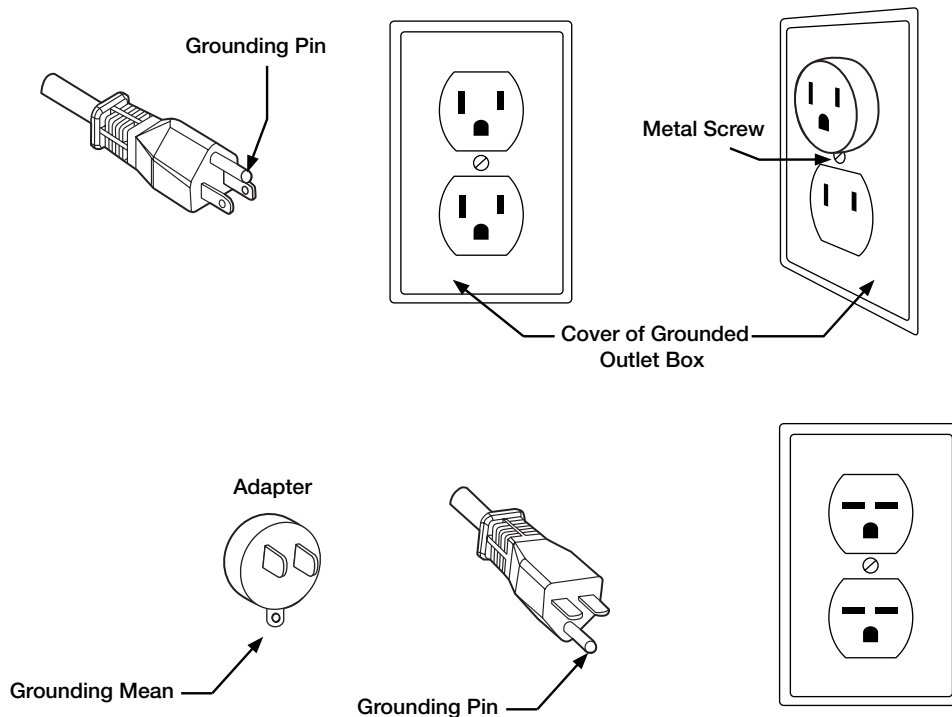
GROUNDING INSTRUCTIONS

This machine must be grounded. In the event of malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This machine is equipped with a power cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

DANGER – Improper connection of the equipment grounding conductor can result in a risk of electric shock. The conductor with insulation having an outer surface that is green – with or without yellow stripes – is the equipment grounding conductor. If repair or replacement of the cord or plug is necessary, do not connect the equipment grounding conductor to a live terminal.

Check with a qualified electrician or serviceman if the grounding instructions are not completely understood, or if in doubt as to whether the machine is properly grounded. Do not modify the plug provided with the machine – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This machine is for use on a circuit having a nominal rating no more than 120 VAC, and is factory equipped with a specific electric plug. No adapter should be used with this machine. If the machine must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel. After the reconnection, the machine should comply with all local codes and ordinances.






TrueComfort System

Safety continued


When working with insulation, always wear a long-sleeved shirt, gloves, a hat, goggles or safety glasses for eye protection. Use 3M brand #8710 nose/mouth dust mask (or equivalent) for respiratory protection.



Safety rules:

- Do not operate the machine without the hopper firmly attached to the base.
- Always use the supplied power cord with this machine at all times.
- Never reach into the hopper while operating.
- Rotating agitator blades can cause severe injury. Stop all motors and disconnect the power cord before attempting to remove any foreign object or jam.
- Never operate this equipment if the operator or the machine is standing in water, snow or rain.
- Never point insulation hose in the direction of people or pets.
- Do not operate this equipment when minors are present or leave unattended.
Always disconnect power from machine before leaving unattended.

SYMBOLS		
The following signal words and meanings are intended to explain the levels of risk associated with the use of the TrueComfort System.		
SYMBOL	SIGNAL	MEANING
	DANGER	Indicates an immediate hazardous situation which, if not avoided, will result in death or serious injury.
	WARNING	Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
	CAUTION	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.

SERVICE:
 Servicing requires extreme care and knowledge and should be performed only by a qualified service technician. For service, we suggest you return the product to the nearest **AUTHORIZED SERVICE CENTER** for repair. When servicing, use only original equipment replacement parts.

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  **WARNING:**
 The operation of any blowing insulation products can result in foreign objects being thrown into your eyes, which can result in severe eye damage. Before beginning operation, always wear safety goggles or safety glasses with side shields and a full face shield when needed. We recommend Wide Vision Safety Mask for use over eyeglasses or standard safety glasses with side shields. Always wear eye protection that marked to comply with ANSI Z87.1.

TrueComfort System

Specifications

Weight (machine only)	142 lbs/64.40 kg
Weight (shipping).....	222 lbs/100.70 kg
Hopper	23 lbs/10.43 kg
Base (assembly)	119 lbs/53.97 kg
Power cord, 50".....	9 lbs/4.08 kg

Dimensions:

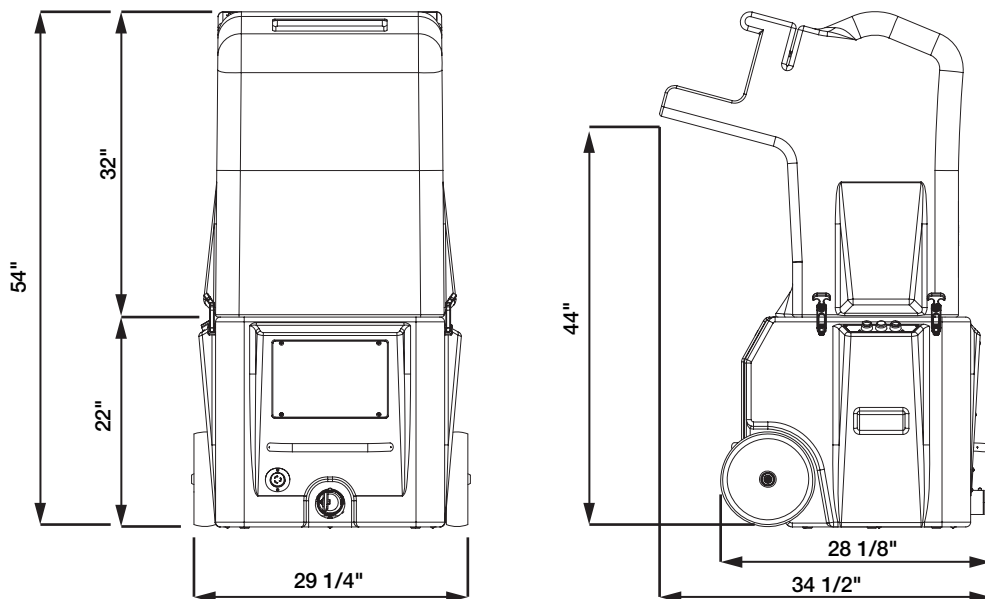
Height	54"/137 cm
Width.....	29-1/4"/74.3 cm
Length (base).....	28-1/8"/71.4 cm

Mechanical:

Blower (single stage)	145 cfm/2.8 psi/4.08 m3/0.193 bar
Gear motor.....	246 hp @ 54 rpm
Gear motor torque	306 in/lb
Drive chain	#35 ASME/ANSI
Electrical	115VAC @ 13.5 amps/1552 watts
Power cord, type SJO (twist lock).....	14/3 x 50/15.24 meters
Hose w/wireless remote control	2-1/2" x 50'/63.5 mm x 15.24 meter
Wireless remote (range)	250'/76.2 meters
Wheels	10"/254mm

Other:

Warranty.....	18 months (parts & labor)
Production.....	6-7 lbs/min/2.73-3.17kg/min



Specifications are subject to change without notice.

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Features

This TrueComfort insulation machine is equipped with the following features. Before using this machine, familiarize yourself with all the operating features and safety requirements. However, do not let familiarity with this machine make you careless.

- **Hopper (Fig 1)** The top part of the machine which has a built-in loading tray and contains the fiber glass insulation. *Note the key slot on the bottom right side of the hopper that matches the key feature in the machine's base when assembled properly (Fig 4).*
- **Base (Fig 1)** The lower part of the machine which houses the rotating agitator blades, agitator motor, blower motor, drive components and electrical system. *Note the base's key feature on the side by the operator panel; this key feature goes into the hoppers key slot when assembled properly (Fig 4).*
- **Magnet, Safety Interlock (Fig 1)** Located in both the hopper and base components and is part of the safety of this machine.
- **Hopper Latch (Fig 1)** Located on both the hopper and base with a total of four latches. The latches secure the hopper and base together for normal operation.
- **Bag Cutting Slot (Fig 1)** This feature is molded into the hopper and is used to assist in guiding the knife when opening the bag.
- **Knife Holding Tray (Fig 1)** This feature is molded into the hopper and should be used to hold the knife when not in use.
- **Window (Fig 1)** There are two windows in the hopper. These windows allow the operator to observe the flow of material and assist in determining when to load the next half bag of fiber glass insulation.
- **Electrical Inlet (Fig 2)** Located in the base of the machine and where the power cord is to be plugged in. Always plug this machine into 115 volt circuit rated at 15 amperes. Use only the supplied power cord.
- **2.5" Hose Outlet (Fig 2)** Located in the base and where the insulation hose is to be attached using the quick connect feature.
- **Handle(s) (Fig 2-3)** There are a total of four handles located in the base, two of which are molded into the base and two others which are attached. These handles are to be used for lifting the base in and out of the transportation vehicle. These handles are not intended for securing the base during transportation.
- **Access Panel (Fig 2)** This is located in the base and is an access cover for the following; 2.5" outlet interconnect, agitator bearings, electrical connections and serial number.
- **Electrical Panel (Fig 3)** This panel is mounted to the base and houses the following: time delay relay, blower relay, main circuit breaker, agitator circuit breaker, GFCI, hour meter.
- **Operator Panel (Fig 3)** This panel is mounted to the base and houses the following: "on" / "off" switches for operation of the entire machine and the ready light. (Not shown)
- **Agitator Basin (Fig 4):** This is part of the base and houses the rotating agitators. It also has an opening at the bottom which allows the insulation to flow into the airlock.
- **Agitator(s) (Fig 4)** There are two agitators located within the base. They rotate at a moderate speed to condition the fiber glass insulation material to the desired density.
- **Agitator Paddles (Fig 4)** These are located on the agitator within the base. They are attached to each agitator blade and are made of rubber. There are two different styles to help facilitate both the conditioning and production of the fiber glass insulation material.
- **Airlock (Fig 4)** Located in the bottom of the base and below the agitator(s). This part of the system is used to meter the proper amount of conditioned insulation into the air stream of the blowing hose.
- **2.5" Hose (Fig 5)** This is a separate part of the system which attaches to the outlet of the base. The TrueComfort machine is supplied with two 50' sections of blowing hose. The two sections can be coupled – for a total of 100' – using supplied couplings.

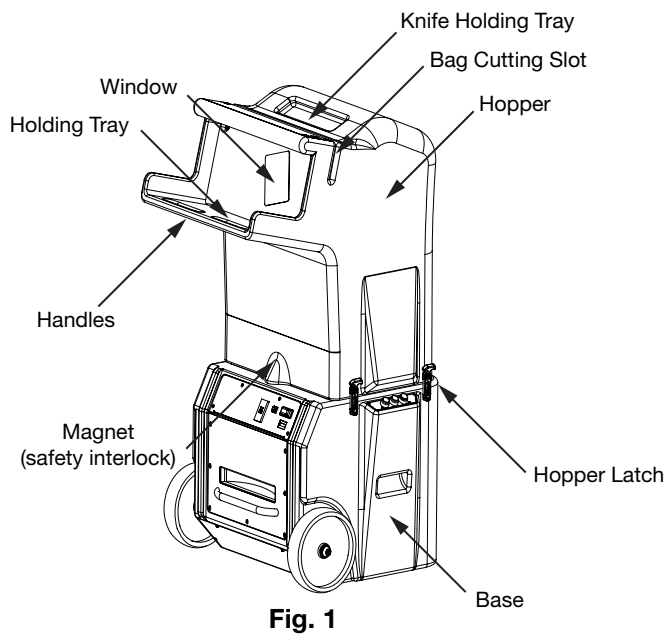


Fig. 1

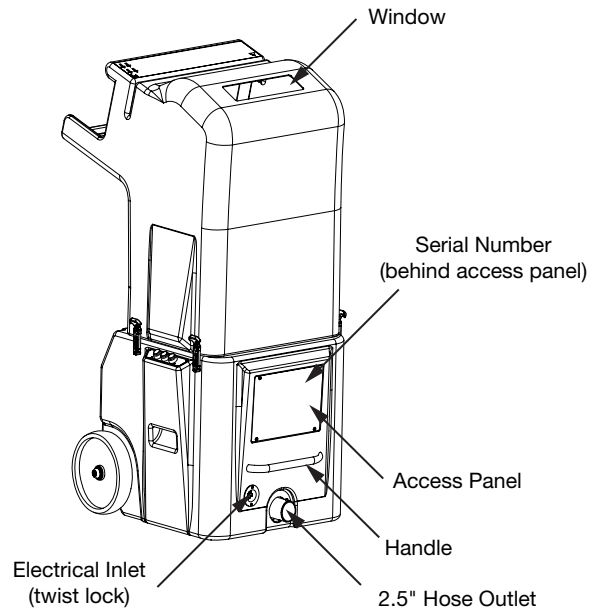


Fig. 2

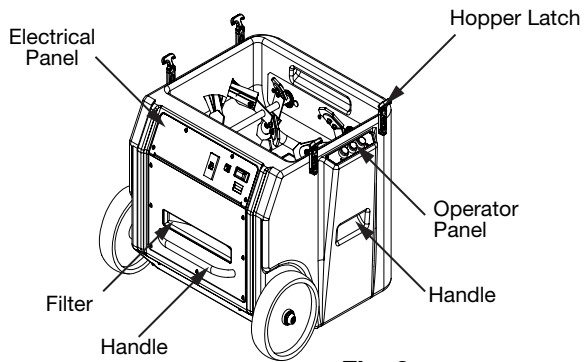


Fig. 3

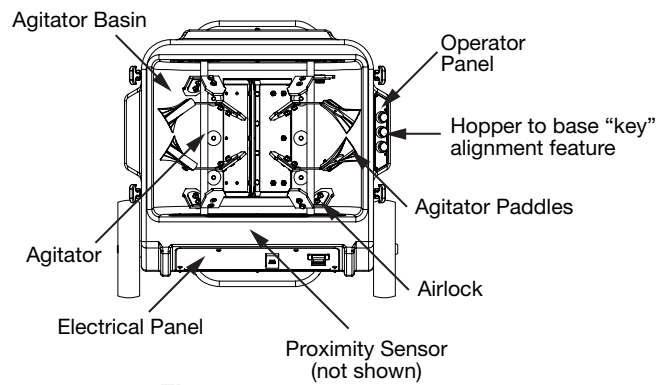


Fig. 4

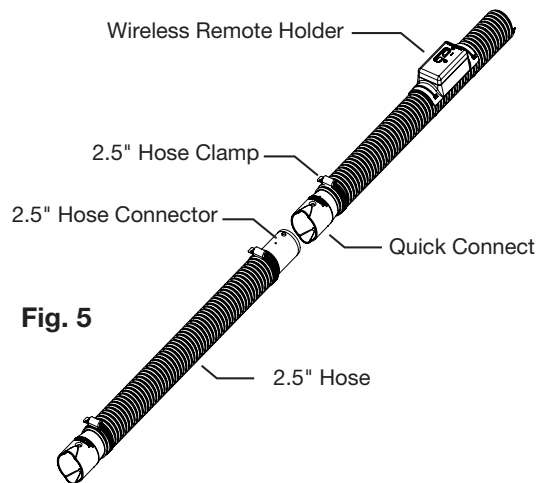


Fig. 5

TrueComfort System

Features continued

- **GFCI (Ground Fault Circuit Interrupter) (Fig 6)**
A GFCI operates on the principle of monitoring the imbalance of current between the circuit's ungrounded (hot) and grounded (neutral) conductor. It does not monitor the grounding conductor, and so it will still operate in a circuit without a ground.
- **Agitator Circuit Breaker (Fig 6)** The circuit breaker automatically opens and protects the entire machine from damage caused by overloading the agitator/airlock components, low voltage, short circuits or dropping foreign objects into the hopper/base.
- **Main Circuit Breaker (Fig 6)** The circuit breaker automatically opens and protects the entire machine from damage caused by overloading the machine, low voltage, short circuits or dropping foreign objects into the hopper/base.
- **Hour Meter (Fig 6)** Displays the total number of hours used. It is also used to indicate when regular preventive maintenance is due.
- **“On” Button (Fig 7)** This push button switch is colored green and turns the entire machine “on.”
- **Ready Light (Fig 7)** This white indicator light allows the operator to visually see when the machine is ready to use. It will not illuminate if the following conditions exist: agitator or main circuit breaker is tripped or is not depressed in the “on” position, GFCI is tripped or electrical power is not present at the electrical inlet of the machine.
- **“Off” Button (Fig 7)** This push button switch is colored red and turns the entire machine “off.” This switch also can be used in an emergency and overrides the wireless remote.
- **Wireless Remote & Holder (Fig 8)** This feature is part of the control system and allows the operator in the attic to turn “on” and “off” the machine via a wireless signal. The green push button turns on the entire machine and the red push button turns it off. The indicator light at the top of the wireless control will illuminate when either button is depressed, signifying that the batteries are in good condition and the signal has been sent to the machine on the ground.

The wireless control can operate up to 250' depending upon the location of the machine and the construction of the structure being insulated. If you experience difficulties with the wireless system, you may need to change the batteries in the transmitter or locate the machine to another area where the signal is better. The transmitter (attached to the hose) uses two (2) AA batteries. To replace the batteries, the holder must be removed from the hose.

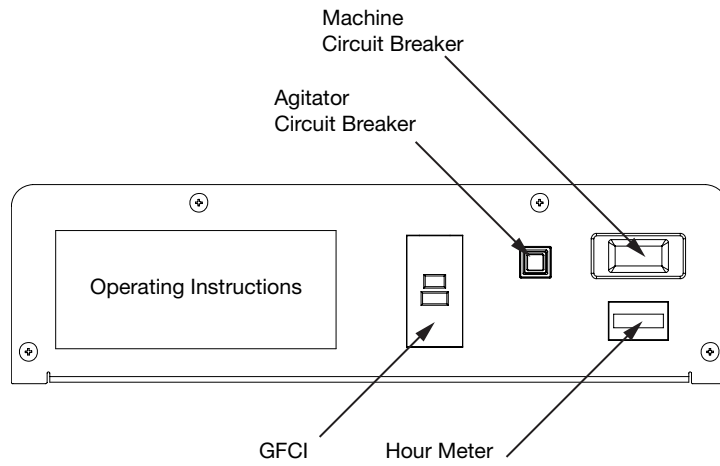


Fig. 6
Electrical Panel

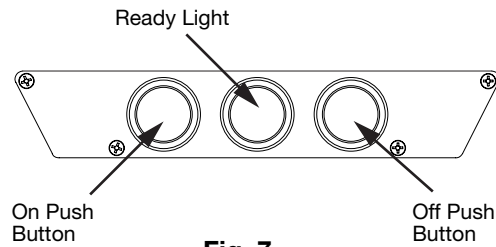


Fig. 7
Operator Panel

⚠ Note: The wireless system is made up of two different components: **A = Transmitter**, which is attached to the hose, **B = Receiver**, which is housed within the base of the machine.

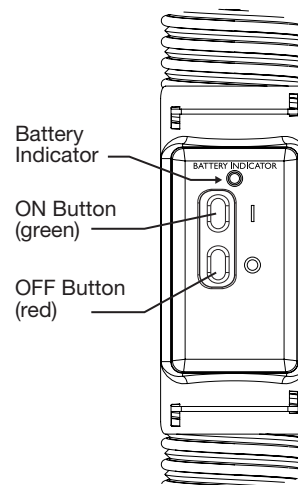


Fig 8
Wireless Remote & Holder

TrueComfort System

Setup and Operation

SETUP

Before the machine will operate, the hopper must be oriented and securely fastened as shown (Fig 9-10). Next, attach the two 50', 2.5" sections of hose to each other, then to the machine – using the quick connect (Fig 10). Attach additional sections of hose using the supplied hose connector and hose clamp.

NOTE: You may only connect up to a **maximum of 100' of hose**.

Attach the special (twist lock) power cord to the electrical inlet by aligning the blades and twisting in a clockwise motion until it stops. Plug the other end of the power cord into a dedicated 115 VAC 15 amp grounded outlet. Refrigerator or freezer outlets usually fit the requirements. If necessary, these appliances can be temporarily unplugged, enabling the TrueComfort machine to run on sufficient power.

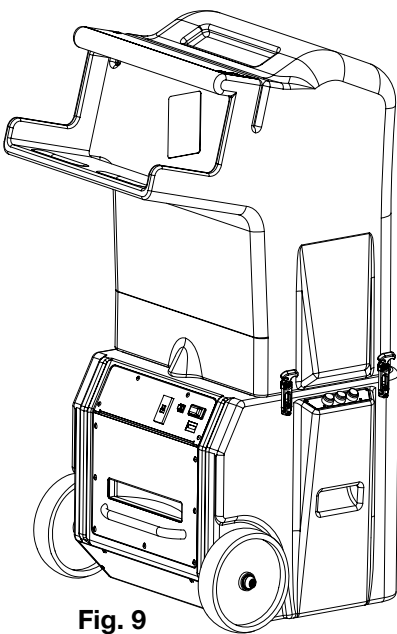
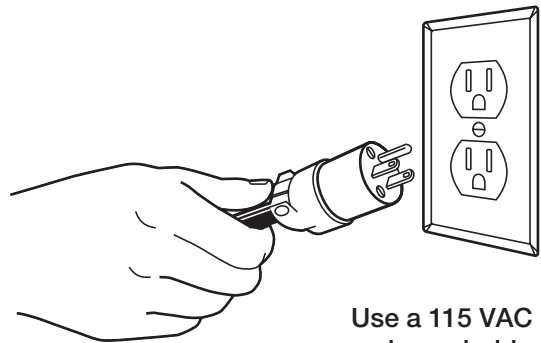
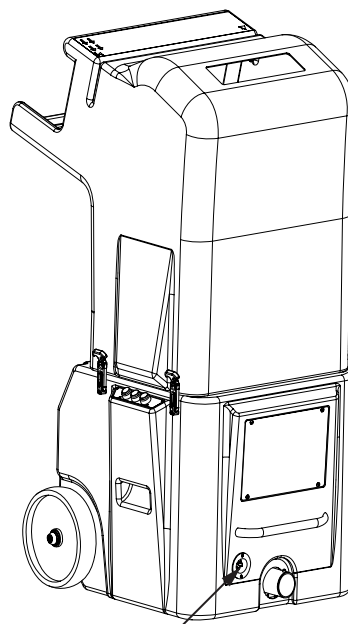


Fig. 9



Use a 115 VAC 15 amp household outlet

⚠ Note: Never transport the machine in an open truck while hopper is attached. Failure to follow this warning may cause the hopper to come off while driving.



Electrical Inlet (twist lock)

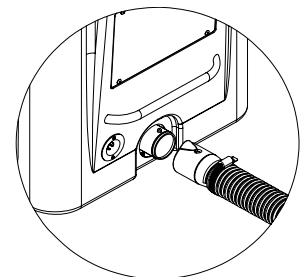


Fig. 10

At this point you should have the hopper attached, a 50' power cord plugged into the machine and a 115 VAC 15 amp household outlet, and 100' of 2.5" blowing hose attached to the outlet of the machine.

⚠ Note: The attic should be prepared before any insulation is added. Contact your local building code department for further details.

Next, run the 100' of 2.5" hose into the attic and to the furthest point. Next, locate the circuit breaker on the base of the machine and depress to the "on" position (Fig 11). Once the main circuit breaker has been depressed the "READY LIGHT" on the operator panel will illuminate indicating the machine is ready for use (Fig 12).

NOTE: If the ready light does not illuminate, check to make sure the hopper is on correctly and the power cord is supplying power to the machine. **When power is present the LED will illuminate.**

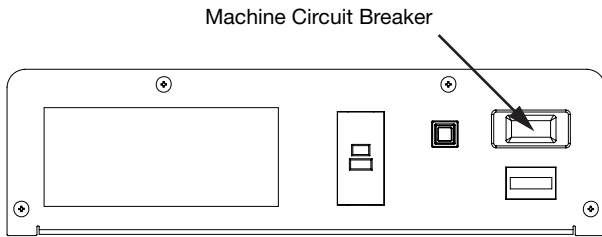


Fig. 11

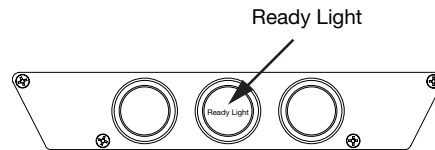


Fig. 12

SET-UP IS COMPLETE AT THIS POINT

OPERATION

Operator Panel

The electrical control of the TrueComfort machine has been designed with the latest technology to allow the operator full control of the machine at either the ground or in the attic. The operator panel has two push buttons for the "on"/ "off" function and a ready light to let the operator know when the machine is ready for use (Fig 13). When the green push button is depressed it will first start the blower, then 3-5 seconds later it will start the agitator. To stop the entire machine (blower and agitator), depress the red button.

NOTE: You cannot run the blower or agitator independently of each other!

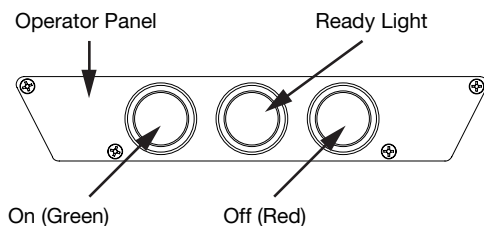


Fig. 13

⚠ Note: If the ready light is not illuminated, the machine will not operate before these conditions are corrected:

- Hopper is attached correctly.
- Machine circuit breaker turned on.
- Agitator circuit breaker reset.
- Power cord is plugged in.

TrueComfort System

Setup and Operation continued

Wireless Remote

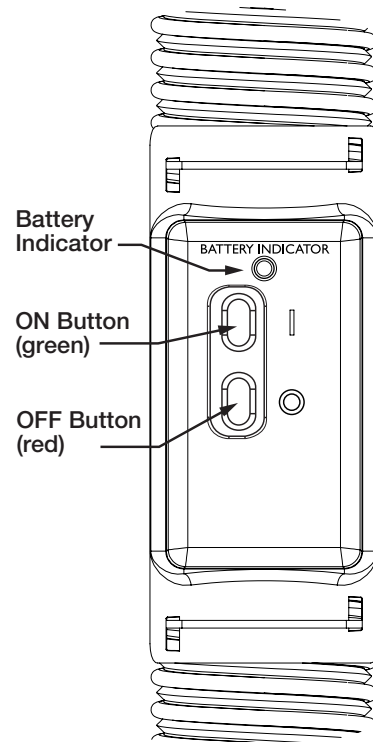
The wireless control of the TrueComfort machine is designed to allow the attic operator full control of the machine while in the attic. The wireless transmitter and housing are attached to the 2.5" blowing hose and can operate up to a distance of 250'.

Depress the green "on" button to start the blower and agitator. First the blower will start, then 3-5 seconds later the agitator will start. To stop the machine (blower and agitator), depress the red button.

Note: You cannot operate each motor independently.

⚠ Note: The battery indicator on the wireless transmitter will flicker when either button is depressed. If the battery indicator does not flicker and/or the machine is not responding, check or replace the batteries.

For replacement batteries, use two (2) AA.



Wireless Remote

LOADING THE MACHINE

⚠ Always use caution when cutting bag open.

Using a long-bladed knife, cut packages in half according to the instructions on the package. Cut about one-quarter of your total number of packages to start, and stack the rest near the machine for easy access (Fig 14).

The process of feeding insulation into the blowing machine is fairly simple, but there are a couple of key points to be aware of when loading.

Place one of the package halves onto the hopper tray (Fig 15-16) and align the green dotted line with the knife slot. It's important to note that the open part of the bag should be facing to the left or right and never into the hopper; when positioned this way, the arrows will point into the hopper and the green dotted line will match up with the knife slot. Remember: NEVER position the open end of the half-package facing into the hopper.

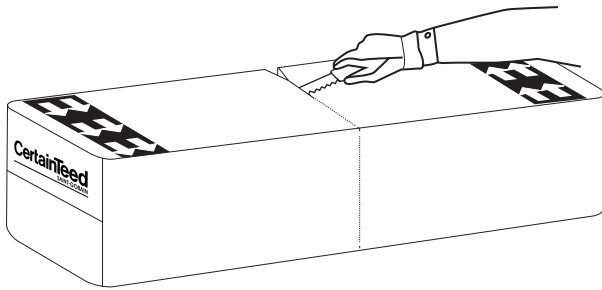


Fig. 14

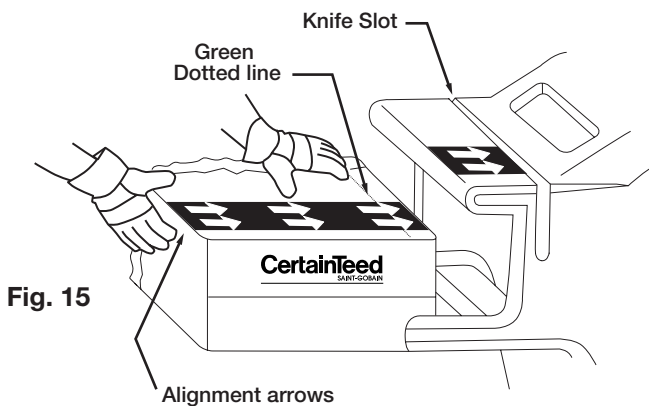


Fig. 15

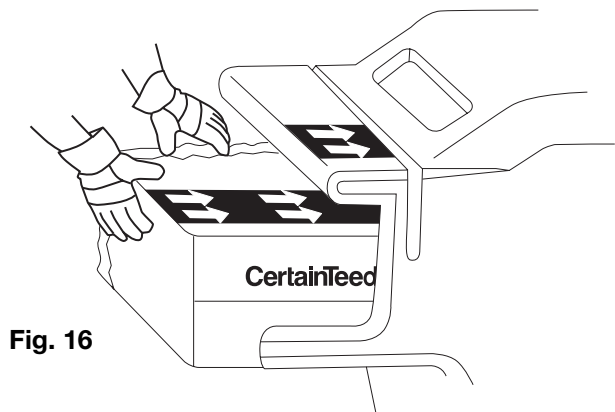


Fig. 16

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Setup and Operation continued

Insert the knife into the slot and slit quickly across the entire package from left to right (Fig 17-18). Be aware that the compressed insulation will expand quickly into the hopper opening. It is best if material feeds into the machine evenly.

While feeding the insulation into the machine, pull the bag out. **DO NOT LET THE BAG FALL INTO THE MACHINE. DO NOT OVERLOAD/STUFF THE MACHINE**, or it will shut off. Feed the next half-package into the machine when you can see the “add more” line inside the hopper. Repeat the above steps until the job is complete.

Note: Periodically, it may be necessary to push or nudge the insulation sitting on the shelf into the hopper. Additional troubleshooting information can be found beginning on page 19.

⚠ Note: The amount of insulation you blow into the attic depends on the R-value, or level of insulating performance you wish to achieve. The higher the R-value number, the better the thermal performance – and the thicker the layer of TrueComfort insulation, the higher the R-value will be.

Top View

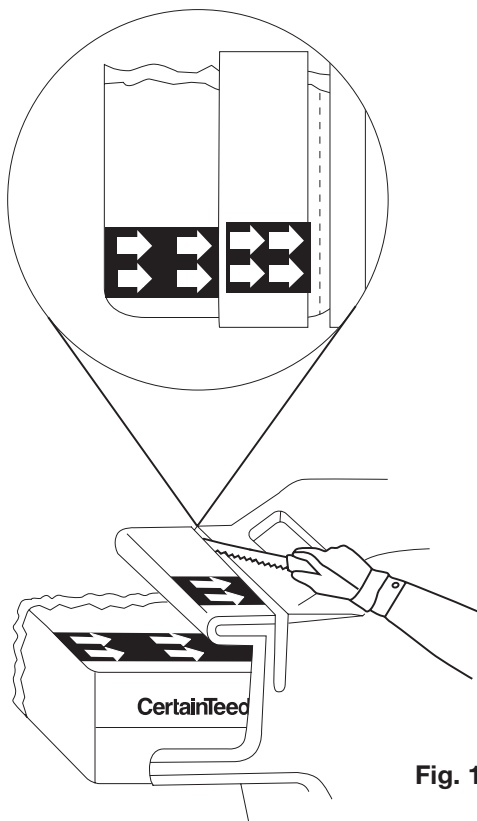


Fig. 17

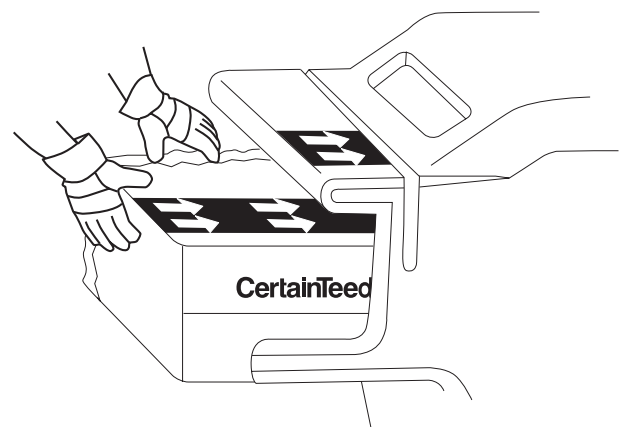



Fig. 18

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Generators and Extension Cords

The TrueComfort System will operate on power from a commercial-sized generator. No household generators should be used due to the high inrush requirements of the TrueComfort System. Also, generators made by Honda, Yamaha, Coleman and Generac are not recommended. While they are of high quality, these generators do not have the inrush protection devices necessary to start the TrueComfort System and protect the generator. The start-up requirement for a TrueComfort System is 3450 watts; normal operating requirement is 1725 watts. We recommend a generator of not less than 4000 watts, 115 VAC.

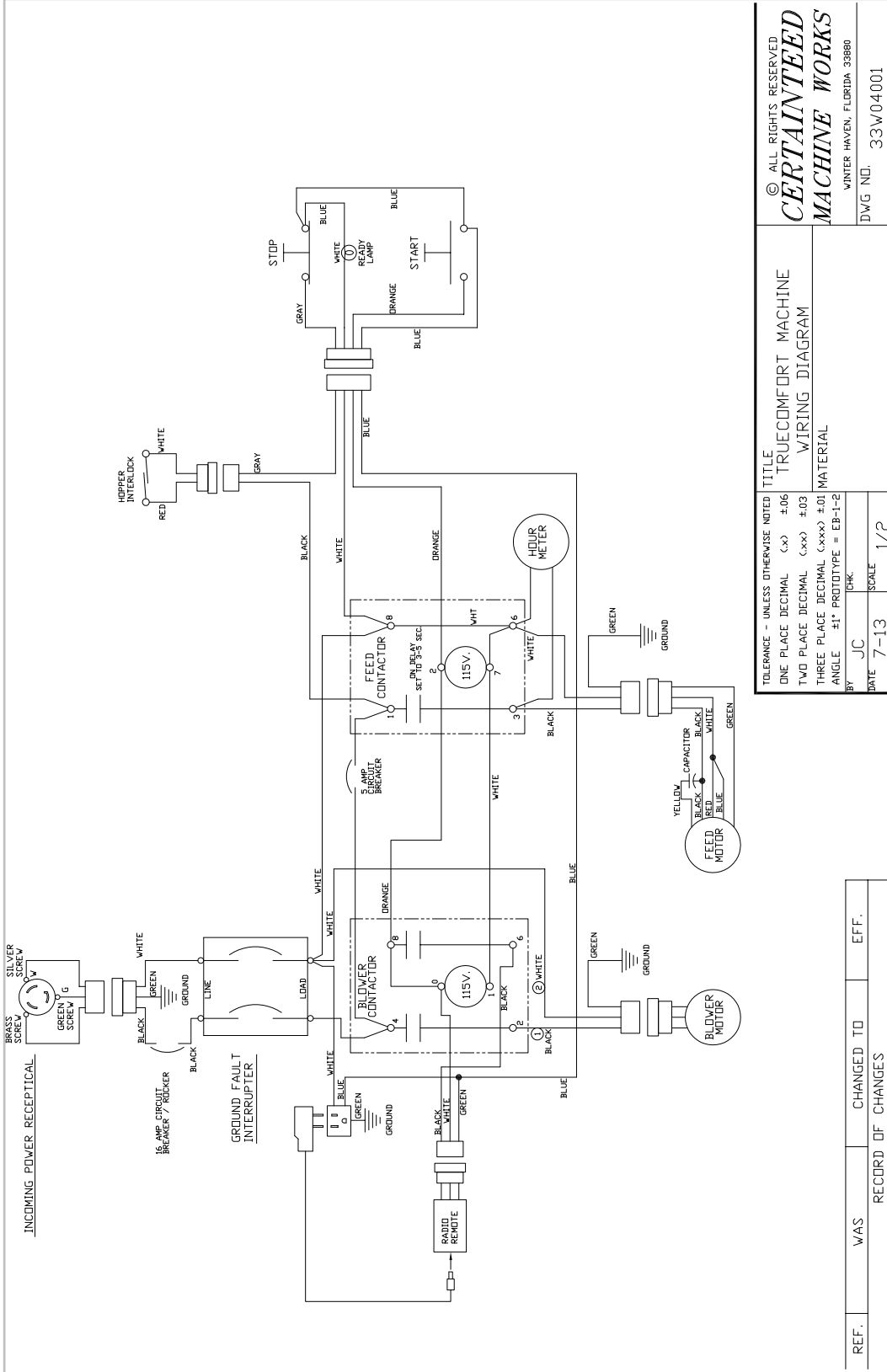
In addition, CertainTeed recommends generators that have a 50% power boost feature which aids the generator in high current start-ups. Running additional equipment from the same generator will increase the total electrical requirements. Before selecting the correct size of generator, add up all tool wattages including the TrueComfort System. For details on selecting and purchasing a generator, please call CertainTeed Machine Works.

 **Note:** Using a generator of insufficient size will void the Warranty.

If additional length is required – beyond the supplied 50' power cord – see table below for adding an extension cord. Use only those extension cords meeting these specifications. Always use a 3-conductor extension cord.

Extension Cord Current Capacities	
Wire AWG Max Size	AMP Rating
10 AWG 100'	25
12 AWG 50"	20

TrueComfort System Electrical Diagram



© ALL RIGHTS RESERVED	
CERTAINTEED	
MACHINE WORKS	
WINTER HAVEN, FLORIDA 33880	
DWG NO. 33W04001	
TOLERANCE - UNLESS OTHERWISE NOTED	TITLE
ONE PLACE DECIMAL (xx) ±.06	TRUECOMFORT MACHINE
TWO PLACE DECIMAL (xxx) ±.03	WIRING DIAGRAM
THREE PLACE DECIMAL (xxxx) ±.01	MATERIAL
ANGLE 41° PROTOTYPE = EB-1-2	
BY JC	DATE
SCALE	1/2

REF.	WAS	CHANGED TO	EFF.
		RECORD OF CHANGES	


TrueComfort System


Troubleshooting

PROBLEM	LIKELY CAUSE	REMEDY
Machine will not start or operate.	Main circuit breaker is tripped or is not in the "on" position.	At electrical panel, check for tripped circuit breaker. Reset the circuit breaker to the "on" position.
	Power cord is not receiving electricity from electrical source.	Check for a tripped circuit breaker at the electrical source or a loose connection at the electrical outlet.
		Check extension cord for damage, such as cuts in outer jacket or exposed wires. Do not use until repair is made.
		Check to ensure that the power cord connection at the electrical inlet on machine is secure.
	GFCI has tripped.	At electrical panel, check for tripped GFCI button. If tripped, the upper button of GFCI will be "popped" out; push to re-set.
Hopper is not correctly attached to the base and/or is not securely fastened.	Refer to the setup section of this manual for correct orientation of the hopper & base. Reattach hopper to base using the four hopper latches.	
Wireless remote does not operate the machine.	Location of the machine.	The structure which is being insulated may be causing the signal interference. Move the machine to another location which may allow for a better signal between the transmitter and the receiver.
	Batteries within the transmitter may be weak and need to be replaced.	The transmitter has a built-in indicator light which, when depressed, causes the indicator to illuminate. If the indicator light does not light up, batteries may be weak and need to be replaced. Use two (2) AA batteries.

TrueComfort System






Troubleshooting continued

PROBLEM	LIKELY CAUSE	REMEDY
Low production, insulation drips out the end of the hose. Not getting proper arc length.	Too many tight bends or a kink in the hose.	When properly setup, the hose should be as straight as possible to ensure a smooth flow of material. Straighten out any tight bends or kinks in the hose.
	Worn seals in airlock.	Replace seals in airlock section of the base. Minimum psi = 2.0.
	Hose is too long.	The machine is supplied with 100' foot mark of hose. If additional hose length was added, remove hose added beyond 100' foot mark.
	Hose connections may be leaking.	Check the connection between the 2.5" hose outlet and quick hose connect. Minimum psi = 2.0. It may be necessary to replace one or all of the components to correct air leakage.
Insulation drips out the end of the hose. Not getting proper arc length.	Foreign object in airlock or hose.	 Disconnect power cord at the machine. Remove hopper and insulation from the base. Visually inspect agitator and airlock for any foreign objects. Also, check hose for any foreign objects.

PROBLEM	LIKELY CAUSE	REMEDY
Plugging of hose.	Worn seals in airlock.	Replace seals in airlock section of base. Minimum psi = 2.0.
	Hose is too long.	The machine is supplied with 100' of hose. If additional hose length was added, remove hose added beyond 100'.
	Hose connections may be leaking.	Check the connection between the 2.5" hose outlet and quick hose connect. Minimum psi = 2.0. It may be necessary to replace one or all of the components to correct air leakage.
	Blower brushes worn, causing lower pressure.	Remove blower, check blower motor brushes for minimum length. Brush length should not be less than 1/4". Replace blower motor.
Air comes out from the end of the hose, but no insulation.	Bridging of insulation inside hopper.	<p>The agitation system has carved (dug out) a pocket underneath the insulation, causing the insulation material to stop feeding into the airlock.</p> <p>1) Push or wiggle on the insulation above the agitators until it begins to feed the airlock.</p> <p>2)  Disconnect power cord at the machine. Remove hopper. Locate and collapse air pocket in insulation. Reattach hopper.</p>

TrueComfort System


Troubleshooting continued

PROBLEM	LIKELY CAUSE	REMEDY
Air comes out from the end of the hose, but no insulation.	A jam has occurred within the agitation system and caused the agitator and airlock to stop rotating.	 Disconnect power cord at the machine. Remove hopper. Locate the compacted clump of insulation and loosen or remove. Reattach hopper.
Agitation system stopped rotating.	Tripped agitator circuit breaker. A jam has occurred within the agitation system and caused the agitator and airlock to stop rotating.	 Disconnect power cord at the machine. Remove hopper. Locate the compacted clump of insulation and loosen or remove. Reattach hopper. Reset agitator circuit breaker on electrical panel.
	Chain has come off due to the following: master link has loosened and fallen off or the half link cotter pin has loosened and fallen off.	 Disconnect power cord at the machine. Remove filter panel and all internal electrical connections going to the panel. Check for missing chain on bottom of pan. Reinstall chain and adjust chain tensioner. Reattach all electrical connections, filter panel and secure with fasteners.
	Key for the agitator motor, agitator shaft or airlock shaft has come loose or is missing.	 Disconnect power cord at the machine. Remove filter panel and all internal electrical connections going to the panel. Check for missing 3/16" key on the following: agitator motor, agitator shaft, airlock shaft. Note: On early models, there may be two 3/16" keys used on the airlock shaft.
When the agitation system starts or is running, ratcheting noise occurs within the base of machine.	Chain is "jumping" or skipping teeth on the sprockets. Tensioner has loosened and is not supplying sufficient tension to the chain and sprockets.	 Disconnect power cord at the machine. Remove filter panel and all internal electrical connections going to the panel. agitator motor, agitator shaft and airlock shaft. Note: On early models, there may be two 3/16" keys used on the airlock shaft.

PROBLEM	LIKELY CAUSE	REMEDY
When the agitation system starts or is running, ratcheting noise occurs within the base of machine.	Agitator chain is “jumping” or skipping teeth on the sprockets.	Loosen chain tensioner assembly, and move tensioner towards chain until chain is tight and any slack is taken up in chain.
	The chain on the agitator motor to the airlock is loose and is causing the chain to “jump or skip.”	Loosen motor mount screws. Adjust motor mount until correct tension is applied to the chain. Retighten motor mount screws.
Machine jams during feeding.	Overfeeding/loading of hopper.	Allow only 1/2 bag at a time during the feeding process. Wait until contents of the first 1/2 bag have gone down past the refill line before loading the next 1/2 bag.
	Incorrect orientation of bag.	The correct orientation of the 1/2 bag is critical to the machine. Align the arrows on bag in the same direction as the arrows located on the machine.
Agitator circuit breaker trips.	Overfeeding/loading of hopper.	Allow only 1/2 bag at a time during the feeding process. Wait until contents of the first 1/2 bag have gone down past the refill line before loading next 1/2 bag. Do not force feed the material!
	Low voltage; too long of extension cord.	Shorten length of extension cord to recommended lengths. See the <i>Generator and Extension Cords</i> section on page 17.
	Foreign object inside machine.	 Disconnect power cord at the machine. Remove insulation from the base. Locate and remove the foreign object. Reattach hopper.

TrueComfort System

Troubleshooting continued

PROBLEM	LIKELY CAUSE	REMEDY
GFCI is tripped or continues to trip during use.	An imbalance between the ungrounded (hot) and grounded (neutral) power.	 Do not attempt to operate when this condition exists. Return to authorized service center for proper repair.
Ready light on operator panel does not light up.	Power cord or machine is not receiving voltage.	Check for cuts in power cord(s), tripped circuit breaker at electrical source. Check to make sure electrical inlet connection at machine is secure.
	Hopper is not correctly attached to the base.	See <i>Setup</i> section on page 12 for proper orientation of hopper and base.
	Agitator and or main circuit breaker is tripped or not in the "on" position.	Both the main and agitator circuit breakers must be in the "on" position in order for the machine to operate. Reset tripped circuit breaker(s).
	GFCI tripped.	The GFCI must be in the "on" position in order for the machine to operate. Reset tripped GFCI. Note: The ready light will illuminate unless there is an internal fault inside the GFCI device itself.

TrueComfort System

Customer Service and Replacement Parts

CertainTeed Machine Works will gladly assist you with the diagnosis, troubleshooting and repair of your TrueComfort machine. Please have the model number and serial number of your machine available when you call. Our Customer Service representatives are available Monday-Friday from 8 a.m. to 5 p.m. EST, excluding holidays. In the United States and Canada, call toll free (800) 237-7841 and ask for Technical Support. One of our representatives will be glad to help you.

CertainTeed Machine Works stocks a full range of OEM replacement parts to keep your TrueComfort machine running like new. Blowing hose, seals and paddles should be replaced at regular intervals to maximize fiber conditioning. Our Customer Service representatives will assist you with maintenance recommendations and parts selection. We accept all major credit cards.



CertainTeed Machine Works
101 Hatfield Road
Winter Haven, FL 33880

E-mail: cmw@saint-gobain.com
Phone: **800-237-7841**
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Fax: 863-294-6771

TrueComfort System

Claims, Damage or Loss

The TrueComfort System was carefully packed and thoroughly inspected before leaving our factory. Responsibility for its safe delivery was assumed by the carrier upon acceptance of the shipment. Inspect shipment carefully on arrival for damage to contents or shortages. In case of damage, save container and packing material for inspection. Claims for loss or damage sustained in transit must be directed to carrier as follows:

Concealed Loss or Damage

Concealed loss or damage means loss or damage which does not become apparent until the merchandise has been unpacked. The contents may be damaged in transit due to rough handling, even though the carton may not show external damage. When the damage is discovered upon unpacking, call the freight company immediately. Make arrangements for an inspection within 10 days of delivery date. Then, file a claim with the carrier, since it is your responsibility.

Visible Loss or Damage

Any external evidence of loss or damage must be noted on the freight bill or the express receipt, and signed by the carrier's agent. Failure to adequately describe such external evidence of loss or damage may result in the carrier refusing to honor a damage claim. The form required to file such a claim will be supplied by the carrier.

Shortage

If the number of containers in the shipment does not correspond with the transportation bill, obtain carrier's notation of shortage and signature on transportation bill. If the number of containers is correct, but there is indication of pilferage, notify carrier in writing with a complete list of missing merchandise.

Claims for loss or damage must be filed with the carrier by the consignee within 24 hours after receipt of goods. We will assist you in every possible manner. CertainTeed Machine Works cannot be responsible for the collection of a claim or the cost of replacement of the damaged goods.

If you have any questions regarding the above information, please feel free to contact a CertainTeed Machine Works representative at 1-800-237-7841.

TrueComfort System

Warranty Claims

Warranty claims will be processed in accordance with the limited warranty that accompanied the machine. When you call CertainTeed Machine Works, please have available the model number, serial number and description of the defective part or system. The Customer Service representative will guide you through the claim process. All items returned to the factory must be shipped prepaid via UPS or common carrier if a complete machine. The warranty on your machine does not cover freight charges, and no freight collect shipments will be accepted without prior approval.

We will repair or replace, at our option, any returned part found to be defective in materials or workmanship – under the terms of our limited warranty. If we determine the part failure was due to misuse, alteration, negligence, accident or operating beyond rated capacity, we will contact you. At your option, we will send you a new part at the prevailing price, or return the failed part to you. All shipments from the factory are sent freight collect.

If you require a replacement part prior to a warranty decision, we will send the part to you at the prevailing price, under your current terms. When we receive the defective part and a warranty decision has been made, CertainTeed Machine Works will either issue a credit to your account or return the failed part to you.

CONTACTING CERTAINTEED MACHINE WORKS:

CertainTeed Machine Works is available, Monday-Friday from 8 a.m. to 5 p.m. Eastern Standard Time, excluding holidays. In the United States and Canada, call toll free (800) 237-7841 and ask for Technical Support. One of our representatives will be glad to help you.

CertainTeed Machine Works
101 Hatfield Road
Winter Haven, FL 33880

E-mail: cmw@saint-gobain.com

Phone: 800-237-7841

863-294-3206

Fax: 863-294-6771

CONTACTING CERTAINTEED:

CertainTeed Corporation
P.O. Box 860
Valley Forge, PA 19482

www.certainteed.com/insulation

Professional: 800-233-8990

Consumer: 800-782-8777

TrueComfort System

Insulation Terms and Values

- R-value:** The resistance (R) to heat or cold. The higher the R-value, the greater the resistance and the better the insulation factor.
- Settlement:** All blown insulation will settle after installation. Your TrueComfort system installs at settled density. Consult the chart on the material bag for coverage and install accordingly.
- CFM:** Blowers are measured by Cubic Feet per Minute. A low CFM blower reduces “dust” when blowing insulation into an attic.
- PSI:** Blowers are also rated by Pounds of pressure per Square Inch. A high PSI does a better job of blowing insulation.
- Bridging:** A pocket of air, or void, created by improper agitation in the hopper. A “bridge” can stop production until cleared. Your TrueComfort system is designed with a non-bridging hopper. However, you may experience a temporary bridge while using your machine. Waiting a few seconds will most likely clear a temporary bridge. If not, unplug your machine and redistribute the material in the hopper.
- Ventilation:** Proper air flow requires one square foot of air movement for every 150 square feet of attic area.
- Airlock seal:** Also known as flapper, rubbers, paddles.

TrueComfort System

Warranty

LIMITED 18-MONTH WARRANTY TrueComfort® Machine Warranty

THE TRUECOMFORT MACHINE MUST BE OPERATED AND MAINTAINED IN ACCORDANCE WITH THE OPERATOR'S MANUAL PROVIDED BY MANUFACTURER. THIS WARRANTY IS VOID IF THE MACHINE IS NOT SO OPERATED AND MAINTAINED OR IF THE MACHINE IS USED WITH ANY PRODUCT OTHER THAN CERTAINTEED'S TRUECOMFORT LOOSE FILL INSULATION.

Manufacturer warrants the machine and its component parts to be free from manufacturing defects at the time of shipment and to remain free from manufacturing defects when operated under normal use – for a period of eighteen (18) months – on labor and parts from the date of factory shipment.

This limited warranty shall not apply to, and shall be voided for, any machine or component part which, in the sole opinion of the Manufacturer, has been altered, subjected to misuse, unauthorized repair, negligence, accident or operated beyond factory-rated capacity. All requested warranty work shall be performed at Manufacturer's factory or by an authorized factory service representative. Failure to have the warranty work done at Manufacturer's factory or by an authorized factory service representative will void this warranty. Manufacturer will bear full responsibility to repair or replace, at its sole option, without charge to the original Purchaser, any component part which, in the Manufacturer's opinion, is found to have a manufacturing defect.

All component parts claimed defective by original Purchaser shall be returned, unless informed otherwise by Manufacturer. All such parts must be properly identified, and sent to Manufacturer's factory within 15 days, freight paid by original Purchaser. Replaced, repaired or non-defective parts may be returned at the request of Purchaser, freight collect or prepaid. Manufacturer will supply replacement parts prior to receipt of any parts claimed defective, only with the understanding that such replacement parts will be shipped to Purchaser – at the then prevailing price of said part – with prepaid payment terms and freight prepaid. Manufacturer will reimburse cost of any such part only after receipt and inspection, and finding said part defective.

Purchaser will be responsible for the cost of transportation of any defective units to an authorized Service Center, or for the cost of travel and expenses for Manufacturer's technical service representative to go to Purchaser's site to repair defects covered under this warranty. Manufacturer will be responsible for the cost of transportation of said defective unit back to buyer where defect is covered by this warranty. As a condition of sale and purchase of said machines, all other damages and warranties, statutory or otherwise, are waived by original Purchaser.

This warranty is effective only for the original Purchaser and is not transferable.

Limitations of Liability

PURCHASER EXPRESSLY AGREES THAT MANUFACTURER SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR OTHER DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF PROFITS, OR FOR ANY ALLEGED NEGLIGENCE, BREACH OF WARRANTY, STRICT LIABILITY, OR FOR ANY CLAIM OR RELIEF BASED ON ANY OTHER THEORY, OTHER THAN THE WRITTEN WARRANTY MANUFACTURER EXPRESSLY SETS FORTH HEREIN.

MANUFACTURER'S MAXIMUM LIABILITY IS EXPRESSLY LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF DEFECTIVE PARTS – AS SET FORTH IN THIS WARRANTY. OTHER THAN THE WRITTEN WARRANTY EXPRESSLY SET FORTH HEREIN, MANUFACTURER MAKES NO OTHER REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESSED OR IMPLIED, IN FACT OR IN LAW, INCLUDING WITHOUT LIMITATION THE WARRANTY OF MERCHANTABILITY OR THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THE LIMITED WARRANTY SET FORTH ABOVE. EXCEPT AS EXPRESSLY PROVIDED HEREIN, MANUFACTURER MAKES NO WARRANTY WHATSOEVER, WHETHER EXPRESSED OR IMPLIED, WHETHER BY CONTRACT OR OTHERWISE, REGARDING THE PRODUCTS MANUFACTURED FOR PURCHASER.

How to File a Claim

To receive warranty service and repairs, Purchaser must report warranty claims by calling 1-800-237-7841. Manufacturer will direct the Purchaser through the proper diagnostic procedure. No claim can be processed for any service performed without the prior written approval of the Manufacturer as described herein.

ASK ABOUT ALL OF OUR OTHER CERTAINTEED® PRODUCTS AND SYSTEMS:

ROOFING • SIDING • TRIM • DECKING • RAILING • FENCE • FOUNDATIONS
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