



Service Memo

Howden Roots
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Service Memo #: 271

Subject: Synthetic Grease Standardization

Date: December 9, 2016

To: Applicable Howden Roots customers & Distributors
All Howden Roots Sales Offices & Agents
All Authorized Repair Shops
All Product Support Personnel & Servicemen

cc: Howden Roots Staff members (for further cascading as needed)
Other Howden: Dominic Goodwin, Liu Chang, Paulo Dias (for further cascading as needed)

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In an effort to increase uniformity across the the Howden Roots product line and improve grease performance, starting August 1st, 2016, all URAI and Whispair MAX blowers have been shipped with Roots Synthetic Grease (aluminum-complex). Previous to August 2016, standard URAI and Whispair MAX blowers shipped with Shell Gadus S2 U1000 grease (clay based); URAI-Gas blowers have always used Roots Synthetic grease.

Some of the advantages of the Roots Synthetic grease are as follows:

- Higher temperature resistance and higher load capacity, leading to longer bearing life
- Improved lubricating oil, leading to longer grease life
- Increased grease compatibility with various process gases

While Howden Roots stands by the advantages of switching greases, we did not effectively communicate the change with our customers. In particular, it is important to note that the **Shell clay-based grease and the Roots Synthetic aluminum-complex grease are not compatible and that they should not be interchanged or mixed.**

Any URAI or Whispair MAX blowers built on or after August 1st, 2016 (blowers with serial numbers beginning with 1608A and later) have Roots Synthetic grease and must be serviced with Roots Synthetic or other compatible greases going forward. URAI and Whispair MAX blowers built previous to August 2016 have Shell clay-based grease and should continue to be serviced with Shell Gadus S2 U1000 or other compatible grease. Please note that your copy of the IO&M Manual may still reference clay-based grease. This is corrected in an upcoming revision and will be available on our literature website.

Howden Roots apologizes for any inconvenience this lack of prompt communication may have caused our customers. Thank you for your patience as we strive to improve the performance and reliability of Howden Roots products. Should you have any questions, please do not hesitate to contact our Aftermarket Support department at +1 765 827 9200 or 1-800-557-6687.

Best Regards,

A handwritten signature in black ink that reads 'Micah Maliskas'.

Micah Maliskas
Small Rotary Senior Design Engineer

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