

# BULLETIN

DECEMBER 23, 2024

TO: All Greenheck Representatives  
FROM: Nathan Hintz  
Sr. Application Engineer, Axial Product Segment  
SUBJECT: AER Performance Bug and Performance Updates



We remain committed to providing you with products that have the most competitive advantages, including product performance and competitive lead times. We recently made a design change to the AER cast aluminum propeller option to further maximize product efficiencies and increase supply chain reliability. We were notified soon after the release of CAPS® 4.46 on December 2<sup>nd</sup> that some AER sidewall propeller fan selections were no longer valid. Users were getting an error message similar to the image below that their marks were no longer valid after updating to the latest version of CAPS®.

The root cause of the invalid marks has been resolved and released in the first CAPS® update which went live on Monday, December 16 so update CAPS® 4.46 to the latest version as soon as possible.

Due to the design change on the cast aluminum propeller, this means there is all new performance data with the updated/improved efficiencies for the AER on propeller sizes 20, 24, and 30 so any marks created prior to the CAPS 4.46® go-live in early December will have to be re-selected with the new performance data.

Your AER mark icon will turn blue until you have made a new selection in CAPS 4.46®. We sincerely apologize for the CAPS® bug causing the invalid selections and the inconvenience of having to re-select your AER marks. Again, this should only affect propeller sizes 20, 24, and 30.

For additional support and information, please contact the Axial support team at 1-800-984-8713, or email [aifans@greenheck.com](mailto:aifans@greenheck.com).

