

# Proactive Nortek Air Solutions Controls Upgrade

## RETAIL/OFFICE

### PROJECT BACKGROUND

Legacy OEM controllers used in older Mammoth® and Governair® DX units—though historically reliable—are aging and have discontinued components. If the batteries fail, these controllers can lose stored data during a power event, disrupting BMS communication and leaving operators unable to control the unit. To mitigate the risk of potential downtime in the event of a failure like this, Nortek Air Solutions encouraged customers to proactively replace the controllers. The proactive replacement prevents that failure mode and the unplanned downtime it creates.

### SOLUTION

2525 West End, a high-end retail/office property in Nashville, TN, approved a pilot controller replacement on one of their fifteen Mammoth-brand DX units to evaluate the controls upgrade. Once they were satisfied with the outcome, they issued an order to replace the controllers on the remaining fourteen units.

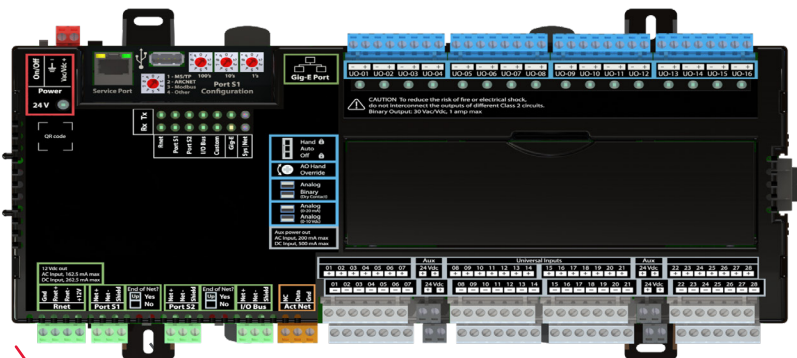
### BENEFITS

- Proactively replacing the aging controllers minimizes disruption by replacing the controllers **before** failure disrupts unit operation.
- The replacement controller offers a reliable, like-for-like system with limited re-wiring needed; for 2525 West End, changeout took about a half day per unit.
- Non-volatile memory in the new controls eliminates battery-related data loss that can break BMS communication.
- The new controller's optional cellular connectivity enables secure remote support and faster troubleshooting.

### READY TO ACT?

The I/O Pro 812u and previous model controllers are critical components of the Mammoth and Governair DX units, and their failure can lead to significant disruptions. By proactively replacing these obsolete controllers, we can help ensure continued reliability and performance.

Contact [service.dx@nortek.com](mailto:service.dx@nortek.com) to plan your changeout on *your* terms—before a legacy controller fails.



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