

## PRODUCT: Vent Hood Control

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### PROBLEM:

A residential appliance OEM had a supply chain issue with their previous supplier requiring 1 year supply be taken in 1 shipment. And field service calls were increasing due to a design flaw when used on their largest vent hoods.

### ELAN SOLUTION:

Elan designed a new control, reverse compatible with the past control, that improved the user interface look, added a unique design feature to resolve large hood issue and would be supplied in 3~4 week usage volumes.

### RESULTS:

Interestingly, field service turns increased dramatically as soon as Elan's control was introduced. It turns out more latent customer concerns existed than previously thought and Elan's control, which resolved the issue, was retrofitted into many sites. The control has been in production for 7 years.

