



SAFETY RECALL NOTICE

June 18, 2020

Subject: Certain condensing boilers, combi boilers and packaged systems manufactured between August 16, 2016 through May 28, 2019.

Dear Valued Customer:

Lochinvar has received limited reports that the flue sensor grommet used on the Lochinvar-branded boilers listed in the table below could experience deterioration of the material from exposure to acidic condensate. Deterioration of the grommet may permit leakage of flue gasses, which can include carbon monoxide. As a result, Lochinvar is voluntarily initiating this recall action to ensure the safe and efficient operation of all of our products. Lochinvar has developed a replacement flue grommet kit no. 100327911 containing all parts and instructions needed to correct this issue.

- 1. DISTRIBUTORS ARE REQUESTED TO STOP SELLING ANY UNITS IN INVENTORY PENDING A REWORK WITH A REPLACEMENT GROMMET. PLEASE CALL 1-833-232-9704 FOR REWORK INSTRUCTIONS.**
- 2. AFFECTED MODEL NUMBERS AND SERIAL NUMBERS ARE CONTAINED IN THE FOLLOWING NOTICE TO OWNERS.**
- 3. DISTRIBUTORS AND ANY RECIPIENT OF THIS NOTICE WHO RESOLD PRODUCTS ARE ALSO REQUESTED TO PASS THIS NOTIFICATION TO THEIR CUSTOMERS WHO PURCHASED OR MAY HAVE PURCHASED A SUBJECT UNIT.**
- 4. IF YOU HAVE CONTACT INFORMATION FOR OWNERS OF SUBJECT UNITS, PLEASE CONTACT US AT 1-833-232-9704 SO WE CAN NOTIFY THE OWNERS DIRECTLY.**
- 5. IF YOU ARE ADVISED BY A CONSUMER OR SERVICE PROVIDER THAT THE REPAIR IS NOT AVILABLE BECAUSE OF COVID-19 RESTRICTIONS, PLEASE HAVE THE CONSUMER CONTACT LOCHINVAR AT 1-833-232-9706 FOR FURTHER INSTRUCTIONS.**



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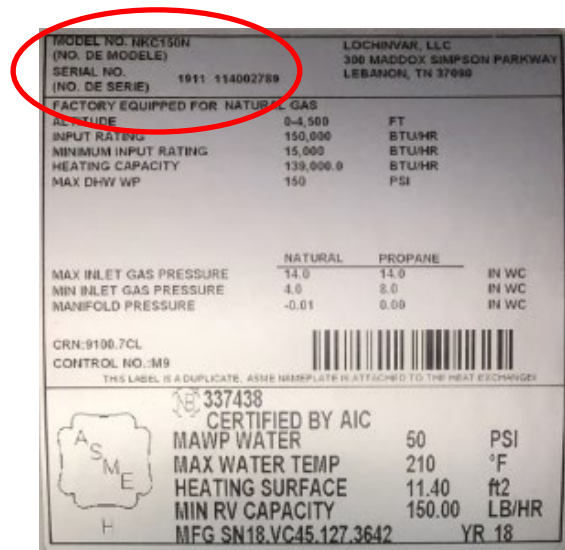
Dear Owner:

You may be the owner of a condensing boiler, combi boiler or packaged system that is the subject of a recall conducted with the cooperation of the U.S. Consumer Product Safety Commission. Deterioration of the flue sensor grommet may permit leakage of flue gasses, which can include carbon monoxide.

Please follow the steps below to determine if your unit is affected and how to have it repaired.

What To Do If You Are The Owner:

Step 1: Determine if your condensing boiler, combination boiler or packaged system is affected by this recall. To determine this, you will need its model and serial numbers. The model number and serial number information can be found on the unit's rating plate, which is located either on the outer jacket of the unit or on the underside of the removable front jacket plate:



The serial range of affected units is 103475818 through 115078306.

Step 3: Immediately contact the installer of your boiler or find a qualified Lochinvar service provider to schedule a **“Replacement Flue Grommet Upgrade.”**

U.S. consumers who do not have contact information for their installer can find a qualified service provider on Lochinvar’s service provider lookup page at:

<http://green.lochinvar.com/support/contractorlocator.aspx>
Select residential boiler, 25-mile radius and enter your zip code.

Consumers in Quebec Province may find a qualified service technician by calling Trilex at (450) 704-0947 to schedule a “Flue Grommet Upgrade.” Consumers in all other Provinces may contact Aqua-Tech Sales and Marketing Inc. at 1-866-594-0767, ext. 127 for assistance in finding a qualified service technician in your location to perform this upgrade.

Schedule a **“Replacement Flue Grommet Upgrade.”** The service provider will need to contact Lochinvar for the replacement kit (Kit No. 100327911) which will include a reimbursement form, whereby the contractor will be paid directly by Lochinvar for upgrading the flue grommet. For additional assistance, please contact Lochinvar’s Technical Service Department at 1-833-232-9706, Monday through Friday, 8 a.m. to 8 p.m. EST.

Due to the complexity of the repair, Lochinvar is unable to send replacement kits directly to homeowners; it must be installed by a qualified technician.

**If you have any questions or comments, please contact Lochinvar’s
Technical Service Department at 1-833-232-9706.**