



Urgent Boiler Control Pending Recall Advisory

For Selected VSPH boilers

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Dear Valued Homeowner,

Tech Bulletin 07-18 1H

Subject: VSPH Boiler Recall

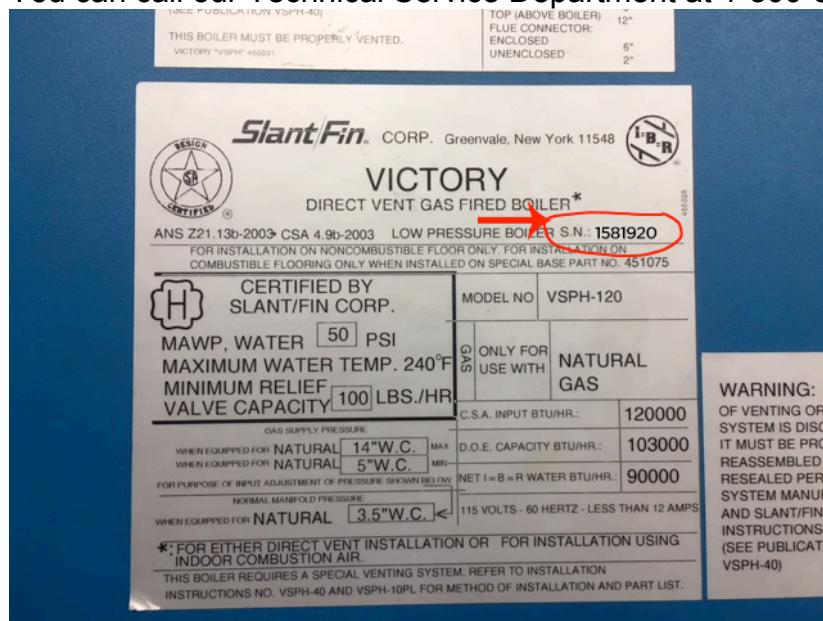
7/20/2018

We regret to inform you that Hydrolevel Company intends to recall the Hydrostat 3000 Control on some Slant/Fin VSPH boilers. The intended recall is related to a component on the circuit board which can prevent the control from shutting the burner down when it reaches the high temperature limit setting. This can result in overheating of the boiler which could pose a fire hazard. Of the boilers installed at this time, we have 5 reported incidents, which did not result in any injury or property damage.

Hydrolevel is working with CPSC to institute a recall which will require a mandatory upgrade on Slant/Fin VSPH boilers with this control. These boilers have a serial number between 1581920 and 2476166.

How do I know if my boiler is included in this recall?

Check the serial number of your boiler, which is printed on the rating plate located on the top cabinet panel. If your boiler serial is within the range listed above, then it is included. You can call our Technical Service Department at 1-800-873-4346 if needed.



Can I continue to use my boiler?

To check your boiler, make sure the electric power switch to the boiler is **ON** but the boiler is **not running**. If your boiler **IS** making a buzzing noise when not running, immediately turn off the electric power to the boiler and contact a licensed contractor to have it repaired. If your boiler is not making a buzzing noise, then it is safe to use until upgraded. Slant/Fin recommends that all upgrades be done as soon as possible.

Consumer Product Safety Committee (CPSC) recommends that every home have a working smoke detector and carbon monoxide (CO) detector installed and operating.

Is the CPSC (Consumer Product Safety Commission) and or Health Canada involved with this recall?

Yes. This issue has been reported to the Commission. They will be aware of our corrective action process and we will continue to be in communication with them throughout the process. This recall may also be supervised by inspectors from CPSC and/or Health Canada.

What has to be done to my boiler?

The field upgrade is a plug-in adapter to be installed in the boiler's electrical circuit. The upgrade is straight forward for a qualified contractor and should take less than 10 minutes to complete. The upgrade must be done only by a qualified installing/servicing contractor. The contractor will order the kits from Slant/Fin directly for the upgrade and the upgrade should be at no cost to you.

What do I do next ?

You should call your installing and/or service company to schedule an appointment to perform this upgrade. Slant/Fin has already notified installing contractors of the necessary modifications needed to address this recall. If you do not have a service contractor you can find one on our website <http://www.slantfin.com/locator/>

WARNING:

Failure to complete this upgrade could result in a Fire Hazard which may cause serious injury or even death.

Carbon monoxide and smoke detectors are recommended in premises where gas-fired appliances are present.
Make sure your detector is in good operating condition.

We sincerely apologize for the disruption that this may cause, but the safety of our customers is paramount and these upgrades must be done. If you have any questions or concerns, please contact our Technical Service team at 516-484-2610 option 1, or Customer Service option 2.

Best Regards,

Stacey B. Droogan
Vice President of Marketing and Admin. Services
Slant/Fin Corp