



Urgent Recall Advisory

For Selected CHS boilers see
<http://www.slantfin.com/products/chs-boiler-chs-series>

This recall may be supervised by inspectors from Health Canada and/or CPSC.

Dear Valued Homeowner,

Tech Bulletin 0318-1H

Subject: CHS Boiler Recall

March 27, 2018

Thank you for your purchase of a CHS Slant/Fin boiler. Our line of CHS boilers has performed very well over the past 7-10 years. Recently we discovered an issue with the secureness of a GROMMET SEAL that retains the flue temperature sensor located inside certain CHS boilers.

We have only 1 report of a seal failure, which did not result in any injury or property damage. The CHS boiler that was reported was exposed to unusually demanding and extreme conditions.

To protect all of our Customers, across a broad range of installations, including those with unusually demanding or extreme conditions, we are taking the voluntary and precautionary measure of issuing a mandatory upgrade on the following **CHS boilers manufactured between October 7, 2011 and Feb 28th 2018**

Our records show you may have a Slant/Fin CHS boiler affected by this recall. It is important your boiler receives the mandatory upgrade.

Model	UPC	Model	UPC
CHS-85	042541025395	CHS-250	042541025487
CHS-110	042541025401	CHS-300	042541025494
CHS-155	042541025449	CHS-340	042541095503
CHS-175	042541025463	CHS-399	042541025500
CHS-200	042541025470		



Note: The CHS-154 (UPC#) is not included in this recall!

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

Check the model number of your boiler, which is printed on the rating plate located on the upper right side cabinet panel. If your boiler model is listed on page one of this notice, and was installed prior to March 1st, then it is included. You can call Tech Service at 1-800-873-4346 to check the serial number to be sure. See image and table above.

Can I continue to use my boiler?

If you have a functional carbon monoxide detector installed in the area where the boiler is operating, then yes.. Your boiler can continue operating under normal conditions. If not, immediately discontinue the use of the CHS boiler until you obtain a carbon monoxide detector and install it in the area where the boiler is operating. Consumer Product Safety Committee (CPSC) recommends that every home have a carbon monoxide (CO) detector installed and operating. Slant/Fin recommends this upgrade be done as soon as possible and definitely before the next heating season.

Is the CPSC (Consumer Product Safety Commission) involved with this recall?

Yes. This issue was reported voluntarily to the Commission. They are 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.

What has to be done to my boiler?

The field upgrade includes a Replacement Grommet and a Clamp. The upgrade is straight forward for a qualified contractor and must only be done by a qualified installing/servicing contractor. The contractor will order the kit directly from us for the repair, and the repair should be at no cost to you.

What do I do next?

Slant/Fin has notified installing contractors to make the necessary modifications to your boiler. You can call your installing and/or service company to schedule an appointment to perform this upgrade. These boilers require annual service, so if your appointment is due within the next couple of months you can schedule them to do both at the same time. We estimate the upgrade to take approximately 15-20 minutes on most installations. Your annual service call is not included in the labor reimbursement.

We recommend that this upgrade be done as soon as possible. If your contractor has not contacted you in regards to this upgrade, please call them to arrange for the appointment.

WARNING:

Failure to complete this upgrade could result in the release of Carbon Monoxide, which may cause serious injury or even death.

Carbon monoxide 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 this will 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