

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 Contractor,

Tech Bulletin 0318-1C-2

Subject: REQUIRED UPGRADE ON CHS BOILERS

March 27, 2018

We at Slant/Fin regret to inform you, that we have discovered an issue with the secureness of a GROMMET SEAL that holds the flue temperature sensor located inside certain CHS boilers.

Of the boilers installed at this time, 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**

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

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

We expect to have the upgrade kits within a week, so please if you haven't already contacted us follow the instructions below to expedite process:

Send email sbrown@slantfin.com with the following information

Homeowners Name

Address

City, State

Model and serial # if available.

Please don't forget to include where you want the kits sent to and to who's attention. We will not send directly to the homeowners. The kits will be sent out as soon as they are available. We revised our plan for reimbursement and decided we will work direct with you, our contractor to streamline the process.

Once you receive your kits, please contact your customers to make a service appointment as soon as possible. We expect the kits to be shipped out within a week or you ordering them (if ordered after receipt of this letter).

Each upgrade kit (Slant/Fin part #818110) will includes a replacement Grommet, securing clamp, upgrade instructions and completion form.

The Completion Form:

It is important you fill out the completion form included with each kit and fax or email it back according to directions on the form. We need these forms for our records and for reimbursement. Please allow 2 weeks for reimbursement. The upgrade is estimated to take approximately 15-20 minutes, and does not require disconnecting the exhaust venting, gas or water lines. We encourage you to do your annual service call at the same time (and as soon as possible), as this may be billable time to your customer, depending on your contract with them.

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WARNING:

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

We sincerely apologize for the disruption this will cause, but the safety of our customers is paramount and these upgrades must be done. We appreciate your business, loyalty and patience as we work through these upgrades. If you have any questions or comments, please contact me at 516-484-2610 ext. 283.

Best Regards,



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Slant/Fin Corp

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