



## **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 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 AVAILABLE BECAUSE OF COVID-19 RESTRICTIONS, PLEASE HAVE THE CONSUMER CONTACT LOCHINVAR AT 1-833-232-9706 FOR FURTHER INSTRUCTIONS.**



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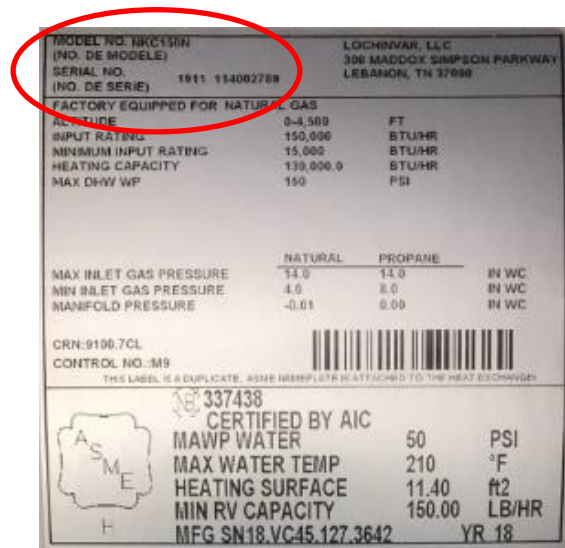
### Dear Owner:

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 (1638)103475818 through (1921)115078306.

## Affected Model Numbers

### APN

APN285

### EPB

EPB080N  
EPB110N  
EPB110N-CAN  
EPB150N  
EPB199N

### EPC

EPC110N  
EPC110N-CAN  
EPC150N  
EPC199N

### KHB

KHB055L  
KHB055N  
KHB055N-8647  
KHB085L  
KHB085N  
KHB085N-8647  
KHB110L  
KHB110N  
KHB110N-8647  
KHB155L  
KHB155N  
KHB155N-8647  
KHB199L  
KHB199N  
KHB199N-0030-001  
KHB199N-8018  
KHB199N-8647  
KHB285L  
KHB285L-8647  
KHB285N  
KHB285N-001  
KHB285N-002  
KHB285N-8018  
KHB285N-8647  
KHB285N-8710  
KHB285N-M7

### NKB

NKB050L  
NKB050L-8647  
NKB050N  
NKB050N-8647  
NKB080L  
NKB080L-8647  
NKB080N  
NKB080N-8647  
NKB110L  
NKB110L-8647  
NKB110N  
NKB110N-8647  
NKB150L  
NKB150L-8647  
NKB150N  
NKB150N-8647  
NKB199L  
NKB199L-8647  
NKB199N  
NKB199N-8647

### NKC

NKC110L  
NKC110L-8647  
NKC110N  
NKC110N-8647  
NKC150L  
NKC150L-8647  
NKC150N  
NKC150N-8647  
NKC199L  
NKC199L-8647  
NKC199N  
NKC199N-8647

### WHB

WHB055L  
WHB055N  
WHB055N-8647  
WHB085L  
WHB085N  
WHB085N-8647  
WHB110L  
WHB110N  
WHB110N-8647  
WHB155L  
WHB155N  
WHB155N-8018  
WHB155N-8647  
WHB199L  
WHB199N  
WHB199N-8018  
WHB199N-8647  
WHB285L  
WHB285L-8647  
WHB285N  
WHB285N-0119-001  
WHB285N-8647  
WHB285N-M7  
WHB399L  
WHB399N  
WHB399N-0119-001  
WHB399N-0119-002  
WHB399N-0119-003  
WHB399N-0119-001  
WHB399N-8647  
WHB399N-M7

### WHL

WHL156-8647  
WHL200  
WHL286  
WHL286-8647

### WHN

WHN056  
WHN056-8647  
WHN086  
WHN086-8647  
WHN111  
WHN111-8647  
WHN156  
WHN156-8647  
WHN200  
WHN200-0119-002  
WHN200-8647  
WHN286  
WHN286-M7  
WHN286-001  
WHN286-8647

**Step 2:** If you do not have functional carbon monoxide detectors in your home, **obtain carbon monoxide detectors** and install one the room where the boiler is located and one on each floor level containing bedrooms. Detectors and alarms shall comply with NFPA 720 (latest edition). Failure to comply with requirements for detectors and alarms may result in serious injury, or death.

**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.**