

March 21, 2019,

## URGENT - Heat Exchanger Replacement Safety Notice

**Vitodens 200-W, B2HB series (models 19, 26 and 35)**

**Vitodens 222-F, B2TB series (models 19 and 35)**

Dear Viessmann **boiler owner**:

In keeping with our exacting safety standards please be advised that, Viessmann North America has decided to voluntarily inspect and replace the heat exchanger for the following **wall and floor mount, gas-fired condensing boilers, manufactured between September 1, 2014 to April 25, 2017 due to premature or accelerated heat exchanger back plate failure. As a result of accelerated material degradation, some exhaust flue gases may escape into the burner compartment and therefore could leak into the living spaces. See below for the serial number range. Please verify the serial number located on your boiler. If the serial number falls within the ranges specified below, contact your heating contractor or Viessmann.**

**No incidents or injuries have been reported by the date of this notice.**

**This recall might be supervised by inspectors from Health Canada.**

To verify your boiler serial number, please go to [www.viessmann.ca/recall](http://www.viessmann.ca/recall) or scan the QR code for direct access.



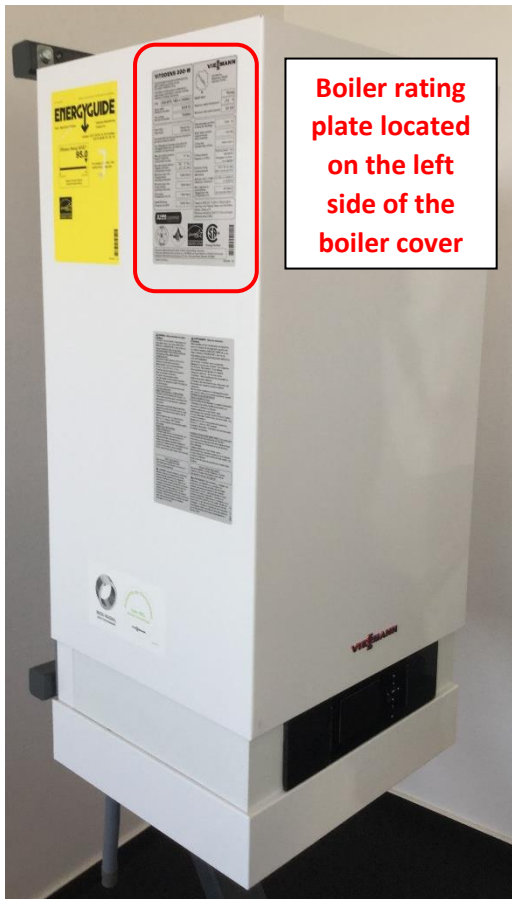
- **Vitodens 200-W, B2HB**

Affected Boiler Models	Boiler Part Number	Boiler Serial Numbers (Affected Range)
B2HB 19	7538092	7538092 <u>401003</u> 107 to 7538092 <u>701038</u> 106
B2HB 26	7538093	7538093 <u>401002</u> 107 to 7538093 <u>701177</u> 109
B2HB 35	7538094	7538094 <u>401003</u> 101 to 7538094 <u>701446</u> 103

- **Vitodens 222-F, B2TB**

Affected Boiler Models	Boiler Part Number	Boiler Serial Numbers (Affected Range)
B2TB 19	7542250	7542250 <u>401001</u> 100 to 7542250 <u>401210</u> 106
B2TB 35	7542251	7542251 <u>401001</u> 107 to 7542251 <u>701257</u> 105

**How to identify your boiler model:**



**Boiler rating plate located on the left side of the boiler cover**

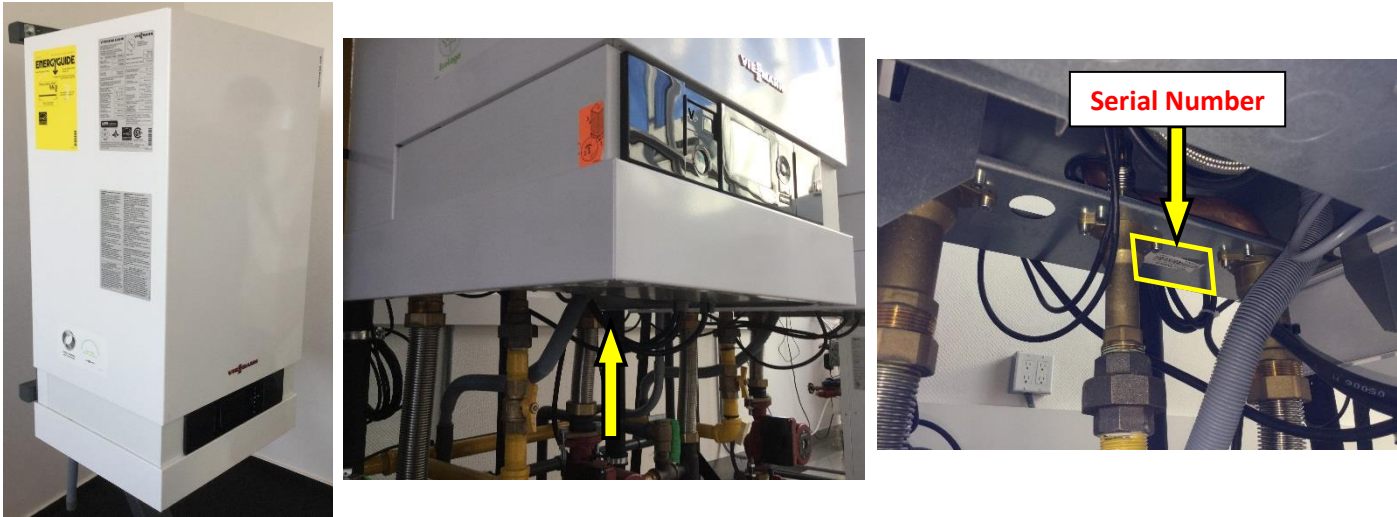
<b>VITODENS 200-W</b> Gas-Fired wall-mounted condensing boiler with modulating cylinder burner. For indoor installation only. Chaudière murale au gaz à condensation avec brûleur cylindrique à marche modulée. Installer à l'intérieur seulement.		<b>VISSMANN</b> Certified by Viessmann Werke Allendorf GmbH	
CRN: 1859.98TN; T4603.4; W5649.2 <b>Boiler model:</b> B2HB 35 <b>Modèle de chaudière:</b> B2HB 35 <b>Part number:</b> 7538094 <b>Numéro de la pièce:</b> 7538094		<b>Boiler Model</b> 45 psig Maximum water temperature: 210 °F Minimum relief valve capacity: 120 lb/h	
Type of gas: Natural Gas / Gaz Naturel See panel label and StartUp/Service manual for gas type conversion details. Voir l'étiquette du panneau et la notice de montage/entretien pour les détails sur la conversion du type de gaz.		Heat exchanger surface: 12.96 ft. <sup>2</sup> Surface de chauffage: 1.04 USG	
Max. gas supply pressure: 14 "w.c. Min. gas supply pressure: NG 4 "w.c., LP 10 "w.c. Maximum input rate: 125000 Btu/h Minimum input rate: 19000 Btu/h		Orifice size: none / aucun Orifice pressure: Factory preset - non adjustable / Préréglée en usine - non réglable	
CSA output: 117000 Btu/h Net AHRI Rating: 102000 Btu/h		Electrical rating: 120 V, 60 Hz, less than / moins de 12 A Altitude CGA 2.13-M91: 0-1370 m / 0-4500 ft. Electronic conversion: 0-10,000 ft. Min. clearance to combustibles: All sides 0" / Sur tous les côtés 0"	
Tested to ANSI Z21.13-2014 / CSA 4.9-2014, Gas-fired Low Pressure Steam and Hot Water Boilers, Category IV. Efficiency verified to CSA P.2-13 for minimum efficiency level of 82%.			
AHRI CERTIFIED, ENERGY STAR, Energy Verified, SP Energy Verified			
Viessmann Werke Allendorf GmbH, D-35107 Allendorf/Eder, Germany Viessmann Manufacturing Company Inc., 750 McMurray Road, Waterloo, ON N2Z 2G5 Canada Viessmann Manufacturing Company (U.S.) Inc., 45 Access Road, Warwick, RI 02886 Made in Germany 5461899-02			

**\*Note: Boilers which have a yellow sticker applied to the boiler rating plate located on the left side of the boiler cover, have already undergone the heat exchanger replacement.**

<b>VITODENS 200-W</b> Gas-Fired wall-mounted condensing boiler with modulating cylinder burner. For indoor installation only. Chaudière murale au gaz à condensation avec brûleur cylindrique à marche modulée. Installer à l'intérieur seulement.		<b>VISSMANN</b> Certified by Viessmann Werke Allendorf GmbH	
CRN: 1859.98TN; T4603.4; W5649.2 <b>Boiler model:</b> B2HB 19 <b>Modèle de chaudière:</b> B2HB 19 <b>Part number:</b> 7538092 <b>Numéro de la pièce:</b> 7538092		<b>Boiler Model</b> 45 psig Maximum water temperature: 210 °F Minimum relief valve capacity: 120 lb/h	
Type of gas: Natural Gas / Gaz Naturel See panel label and StartUp/Service manual for gas type conversion details. Voir l'étiquette du panneau et la notice de montage/entretien pour les détails sur la conversion du type de gaz.		Heat exchanger surface: 12.96 ft. <sup>2</sup> Surface de chauffage: 1.04 USG	
Max. gas supply pressure: 14 "w.c. Min. gas supply pressure: NG 4 "w.c., LP 10 "w.c. Maximum input rate: 69000 Btu/h Minimum input rate: 12000 Btu/h		Orifice size: none / aucun Orifice pressure: Factory preset - non adjustable / Préréglée en usine - non réglable	
CSA output: 64000 Btu/h Net AHRI Rating: 59000 Btu/h		Electrical rating: 120 V, 60 Hz, less than / moins de 12 A Altitude CGA 2.13-M91: 0-1370 m / 0-4500 ft. Electronic conversion: 0-10,000 ft. Min. clearance to combustibles: All sides 0" / Sur tous les côtés 0"	
Tested to ANSI Z21.13-2014 / CSA 4.9-2014, Gas-fired Low Pressure Steam and Hot Water Boilers, Category IV. Efficiency verified to CSA P.2-13 for minimum efficiency level of 82%.			
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**Vitodens 200-W, B2HB**

\*Boiler serial number location can be found on the under side of the boiler cabinet:

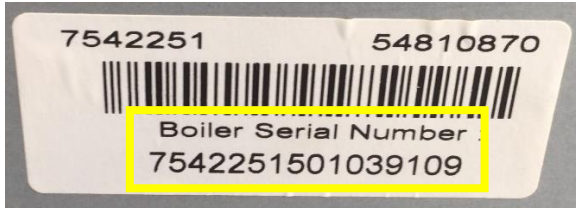


**Vitodens 222-F, B2TB**

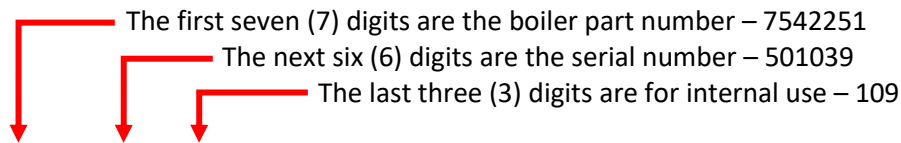
\*Boiler serial number location can be found behind the lower front panel upon removal:



**Boiler Serial Number (see image below)**



**How to interpret the boiler serial number:**



Example: 7542251 **501039** 109

**What to do?**

Consumers with recalled boilers are advised to contact their mechanical contractor or distributor from whom they purchased the boiler, or Viessmann Manufacturing, immediately to schedule a free boiler heat exchanger replacement. Consumers who continue the use of these boilers while awaiting replacement should ensure that the house is equipped with properly installed and functioning carbon monoxide detectors.

**Contact information:**

In Canada, please call Viessmann toll free at 1-888-414-9157 Monday through Friday, 8:30am to 5:00pm EST. You may also email us at [recall@viessmann.ca](mailto:recall@viessmann.ca) (Canada).

We thank you very much for your cooperation.

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Viessmann Manufacturing  
Company Inc.  
Waterloo, ON, N2V 2G5  
1-888-414-9157  
[www.viessmann.ca](http://www.viessmann.ca)