

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 Sales Representative, Stocking Wholesaler, and Mechanical Contractor:

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 Viessmann using the dedicated contact method indicated on page 4.**

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 or scan the QR code for direct access.

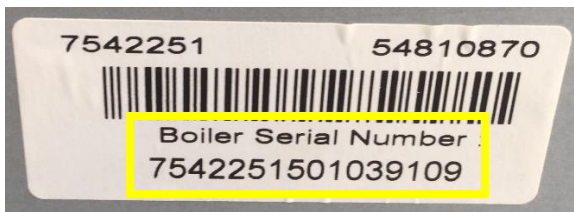
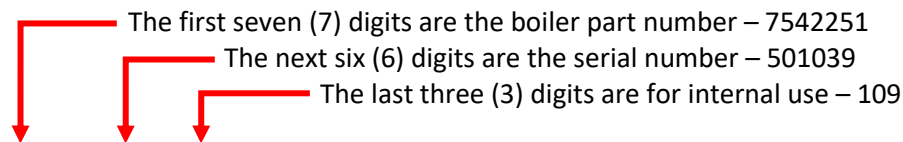


■ Vitodens 200-W, B2HB

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

Boiler Serial Number (see image below)**How to interpret the boiler serial number:**

Example: 7542251 **501039** 109

Note: To all wholesale and mechanical contractor partners:

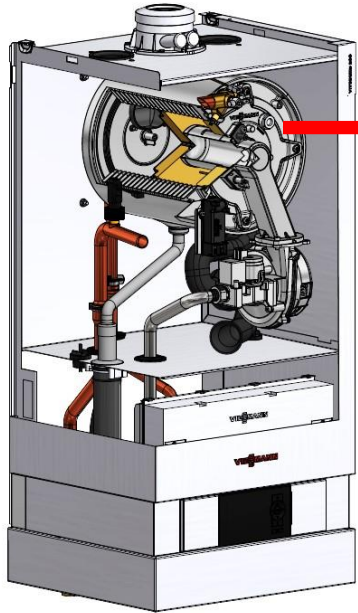
Please return all inventory (B2HB-19, 26 and 35) and (B2TB-19 and 35) boilers to Viessmann Waterloo for rework. Please ship freight collect to Viessmann, reference project #5990000200 on bill of lading.

Issue:

During normal operation of our B2HB and B2TB condensing boilers, condensate forms in the venting system which flows back into the boiler. The flow of condensate into the boiler may potentially cause accelerated corrosion to the aluminium back plate used in the construction of the boiler heat exchanger. The corrosion rate (material degradation) is greatly influenced by various boiler operating conditions. Such boiler heat exchangers need to be replaced.

We have found that boilers manufactured between September 1, 2014 to April 25, 2017 can experience a premature or accelerated heat exchanger failure. As a result of this accelerated material degradation, some exhaust flue gases may escape into the burner assembly compartment. Even though the burner compartment is a sealed combustion system, depending on the venting configuration used with each installation, some exhaust flue gases may leak from the corroded area into the house or living spaces, posing increased carbon monoxide levels.

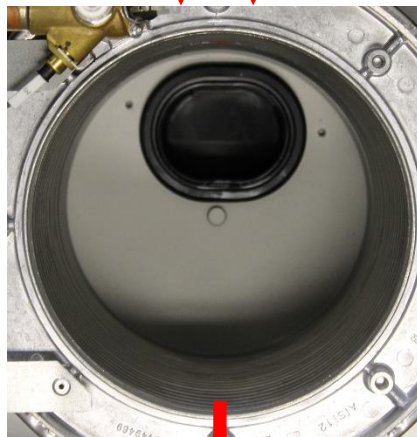
Vitodens 200-W, B2HB



Vitodens 222-F, B2TB



**Boiler heat exchanger
back plate
(without corrosion)**



**Accelerated corrosion on
aluminum back plate of
heat exchanger**



***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.**



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 (Canada).

We thank you very much for your cooperation and support.

Viessmann Manufacturing
 Company Inc.
 Waterloo, ON, N2V 2G5
 1-888-414-9157
www.viessmann.ca