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Dear Valued Contractor

Tech Bulletin 07-18 1C

*This re
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Subject: VSPH Boiler Control Recall

July 18, 2018

We regret to inform you that Hydrolevel Company intends to recall the Hydrostat 3000 Control on some VSPH boilers. The intended recall is related to a component on the circuit board which can prevent the control from shutting the burner down when it reaches the high temperature limit setting. This can result in overheating of the boiler which could pose a fire hazard. Of the boilers installed at this time, we have 5 reported incidents, which did not result in any injury or property damage.

IMPORTANT: This issue applies to HydroStat Model 3000 used on the Victory VSPH boiler only. It does not impact any other HydroStat models used on Slant/Fin gas and oil boilers.

Hydrolevel is working with CPSC to institute a recall which will require a mandatory upgrade on **Slant/Fin VSPH boilers manufactured between May 26, 2012 and July 11, 2018. These boilers have a serial number between 1581920 and 2476166.**

To upgrade Installed Boilers

Slant/Fin will work directly with you to provide upgrade kits (Slant/Fin part # 455064000) as soon as possible. We expect to have kits available within a few weeks and will notify wholesalers and contractors via email as soon as they arrive. The field upgrade kit will include a plug-in adapter that is installed between the control and the existing wire harness and an instruction/completion form. The upgrade is estimated to take less than 10 minutes.

Homeowners with affected VSPH boilers that have been registered, will be notified of the recall via email and mailed a printed letter. In order to expedite the upgrading of the boilers installed, please notify your customers of the recall as soon as the recall kits are available.

To Obtain Kits:

Send an email to: ccoster@slantfin.com with the following information:

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Homeowners Name
Address
City, State Zip
Model and serial # if available.

Please include where you want the kits sent to and to whose attention. The kits will be sent out as soon as possible, once we receive your request. **We will not send kits directly to the homeowners.** Once you receive the kits, please contact the customers to make a service appointment as soon as possible.

The Completion Form:

It is important that you fill out the completion form included with each kit and fax or email it back according to the directions on the form. We need these forms for our records and for your reimbursement. Slant/Fin will reimburse you directly for each upgrade completed when the form is completely filled out and returned. Serial numbers are required for reimbursement.

Please allow 3-4 weeks for reimbursement.

WARNING:

Failure to complete this upgrade could result in a Fire Hazard 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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