U.S. Consumer Product Safety Commission – Fast Track Recall with Canada

Recall Date: June 18, 2020
Recall Number: 20-141

Lochinvar Recalls Condensing Residential Boilers Due to Risk of Carbon Monoxide Poisoning

Recall Summary

Name of Product: Lochinvar condensing residential boilers

Hazard: The boiler's flue grommet can deteriorate and dislodge during use and allow the boiler to emit carbon monoxide, posing a risk of carbon monoxide poisoning.

Remedy: Repair

Consumers with the recalled boilers should immediately contact the installer or a qualified technician to schedule a free repair. Consumers who continue use of the boilers while awaiting repair should have working carbon monoxide alarms outside of sleeping areas and on every level of the home.

Consumer Contact:
Lochinvar toll-free at: 833-232-9706 from 8 a.m. to 8 p.m. ET Monday through Friday. Check for the recalled boilers' serial number at: www.waterheaterrecall.com, and select the look-up feature for the flue grommet recall. Consumers with Lochinvar-branded boilers can find a qualified service technician by visiting: http://green.lochinvar.com/support/contractorlocator.aspx. Consumers with A. O. Smith or State Proline-branded boilers should contact their installer. If consumers do not know their installer, contact Lochinvar toll free at: 833-232-9706.

Recall Details

Units: About 34,300 (In addition, about 3,642 units were sold in Canada)

Description:

This recall includes residential condensing boilers, combi boilers and packaged systems sold after August 2016. The following model numbers are included in the recall. They were sold under the Lochinvar, A. O. Smith, and State Proline brand names and have serial numbers within the range of 103475818 through 115078306. The model number and serial number can be found on the data plate on the product located 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 brand name is printed on the front of each unit.

Recalled Model Numbers

ACB	**KHB (Cont.)**	**NKC (Cont.)**	**WHB (Cont.)**
ACB110H-N	KHB155N-8647	NKC110N	WHB199N
ACB110H-P	KHB199L	NKC110N-8647	WHB199N-0119-001
ACB110S-N	KHB199N	NKC150L	WHB199N-8018
ACB110S-P	KHB199N-0030-001	NKC150L-8647	WHB199N-8647
ACB150H-N	KHB199N-8018	NKC150N	WHB285L
ACB150H-P	KHB199N-8647	NKC150N-8647	WHB285L-8647
ACB150S-N	KHB285L	NKC199L	WHB285N
ACB150S-P	KHB285L-8647	NKC199L-8647	WHB285N-0119-001
ACB199H-N	KHB285N	NKC199N	WHB285N-8647
ACB199H-P	KHB285N-001	NKC199N-8647	WHB285N-M7
ACB199S-N	KHB285N-002		WHB399L
ACB199S-P	KHB285N-8018	**SCB**	WHB399N
	KHB285N-8647	SCB110H-N	WHB399N-0119-001
APN	KHB285N-8710	SCB110H-P	WHB399N-0119-002
APN285	KHB285N-M7	SCB110S-N	WHB399N-0119-003
		SCB110S-P	WHB399N-8647
EPB	**NKB**	SCB150H-N	WHB399N-M7
EPB080N	NKB050L	SCB150H-P	
EPB110N	NKB050L-8647	SCB150S-N	**WHL**
EPB110N-CAN	NKB050N	SCB150S-P	WHL156-8647
EPB150N	NKB050N-8647	SCB199H-N	WHL200
EPB199N	NKB080L	SCB199H-P	WHL286
	NKB080L-8647	SCB199S-N	WHL286-8647
EPC	NKB080N	SCB199S-P	
EPC110N	NKB080N-8647		**WHN**
EPC110N-CAN	NKB110L	**WHB**	WHN056
EPC150N	NKB110L-8647	WHB055L	WHN056-8647
EPC199N	NKB110N	WHB055N	WHN086
	NKB110N-8647	WHB055N-8647	WHN086-8647
KHB	NKB150L	WHB085L	WHN111
KHB055L	NKB150L-8647	WHB085N	WHN111-8647
KHB055N	NKB150N	WHB085N-8647	WHN156

KHB055N-8647	NKB150N-8647	WHB110L	WHN156-8647
KHB085L	NKB199L	WHB110N	WHN200
KHB085N	NKB199L-8647	WHB110N-8647	WHN200-0119-002
KHB085N-8647	NKB199N	WHB155L	WHN200-8647
KHB110L	NKB199N-8647	WHB155N	WHN286
KHB110N		WHB155N-8018	WHN286-M7
KHB110N-8647	**NKC**	WHB155N-8647	WHN286-001
KHB155L	NKC110L	WHB199L	WHN286-8647
KHB155N	NKC110L-8647		

Incidents/Injuries: The firm has received seven reports of boiler's flue grommets deteriorating, including one report of two nonfatal injuries involving carbon monoxide poisoning, and two reports of carbon monoxide emission not involving an injury.

Sold At: Independent contractors, plumbers, and plumbing supply vendors and distributors, from August 2016 through June 2020, for between $8,000 and $25,000, including installation.

Manufacturer: Lochinvar LLC, of Lebanon, TN.

Manufactured in: United States

In Conjunction With: Canada

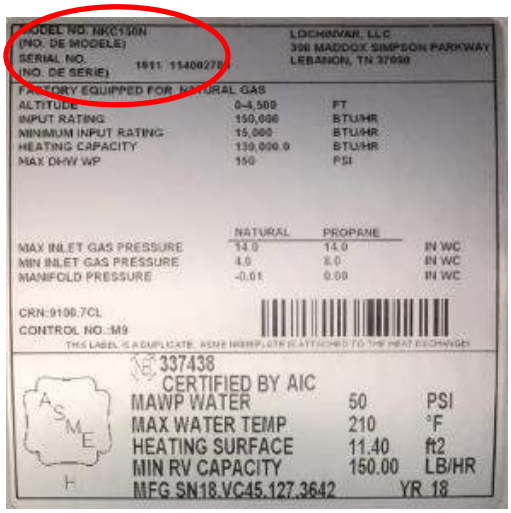
Health Canada's press release is available at: link

Photos





Recalled Lochinvar boilers



Boiler data plate

Footer



This recall was conducted voluntarily by the company under CPSC's Fast Track Recall process. Fast Track recalls are initiated by firms, who commit to work with CPSC to quickly announce the recall and remedy to protect consumers.

About U.S. CPSC:
The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of injury or death associated with the use of thousands of types of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than $1 trillion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical or mechanical hazard. CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters and household chemicals – contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 40 years.

Federal law bars any person from selling products subject to a publicly-announced voluntary recall by a manufacturer or a mandatory recall ordered by the Commission.

For more lifesaving information, follow us on Facebook, Instagram @USCPSC and Twitter @USCPSC or sign up to receive our e-mail alerts. To report a dangerous product or a product-related injury go online to www.SaferProducts.gov or call CPSC's Hotline at 800-638-2772 or teletypewriter at 301-595-7054 for the hearing impaired.

CPSC Consumer Information Hotline
Contact us at this toll-free number if you have questions about a recall:
800-638-2772 (TTY 301-595-7054)
Times: 8 a.m. – 5:30 p.m. ET; Messages can be left anytime
Call to get product safety and other agency information and to report unsafe products.

Media Contact
Please use the phone numbers below for all media requests.
Phone: 301-504-7908
Spanish: 301-504-7800

INSTALLATION INSTRUCTIONS
FOR REPLACEMENT FLUE GROMMET & ACCESSORIES
(KITS: 100327911)
FOR MODELS: FLOOR MOUNT / WALL MOUNT BOILERS 55/56, 85/86, 110/111, 155/156, 199/200, 285/286, 399 & WALL MOUNT BOILERS & COMBI 80, 110, 150, &199

⚠WARNING

For an appliance already installed, you must turn off gas supply, turn off power, and allow appliance to cool before proceeding. Components may be **HOT**! Failure to comply could result in severe personal injury, death, or substantial property damage.

Recommended tools:

- Flat Head Screwdriver
- Phillips Head Screwdriver
- Phillips Head Screwdriver

Kit components

Kit Number	Part Number	Component Description
100327911	100327907	Barb, Connection
	100318569	Grommet, Rubber, ID .165, OD .56
	100276049	Grommet, Rubber, ID .25, OD .765
	100328189	Clip, Wire Harness
	100328194	Flue Accessories Replacement Card
	100327878	Instruction Sheet

⚠WARNING

Use of any lubrication other than water while installing the grommet could result in deterioration of the grommet which could cause severe personal injury or death.

Replacement Procedure for Floor Mount Boiler Models 55, 85, 110, 155, 199, & 285 (FIG. 1-1 thru 1-4)

1. Turn OFF power at the source.
2. Turn OFF gas to the appliance.
3. Remove the front access panel (FIG. 1-1).
4. Locate the flue sensor (FIG. 1-2).
5. Remove the flue sensor from its port. If difficult to access, remove control panel.
6. Remove the current flue grommet and install the replacement flue grommet.
7. Insert the flue sensor into the new grommet.
8. Locate the flue sensor harness and remove the tape located approximately 1 ft. from the flue sensor connection (FIG. 1-3 and 1-4).
9. Attach the kit provided clip (100328189) to the left interior side of the unit at the height of the flue sensor (FIG. 1-4.) Route the flue sensor wiring through the clip and ensure that it is not in tension.
10. Review wire routing and ensure that the wires are not touching the water pipes or heat exchanger.
11. Reassemble the unit in reverse order of component removal.
12. Turn ON power and gas to the appliance. Resume operation.
13. Locate and follow instructions on Flue Accessories Replacement Card.

Figure 1-1 *Remove front access panel*

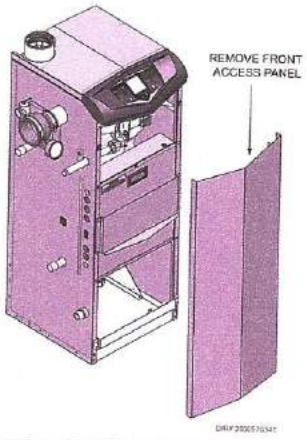
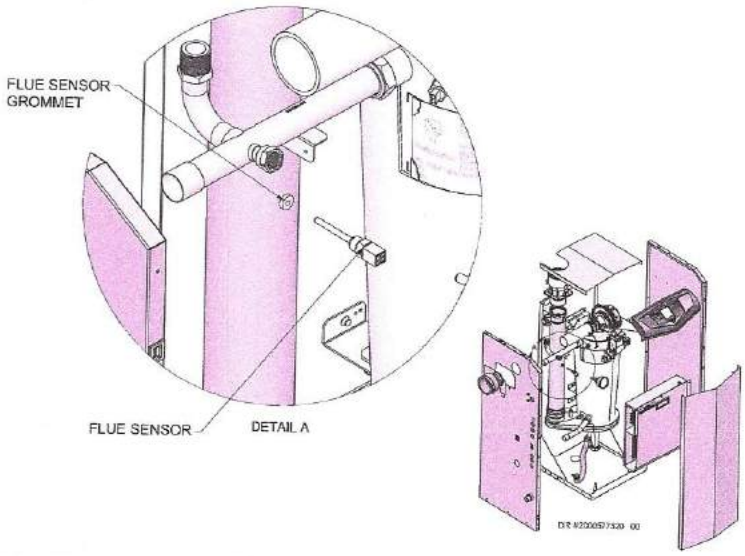


Figure 1-2 *Locate flue sensor*



Note: Floor mount model shown for illustration purposes only.

Figure 1-3 *Remove tape from sensor harness*

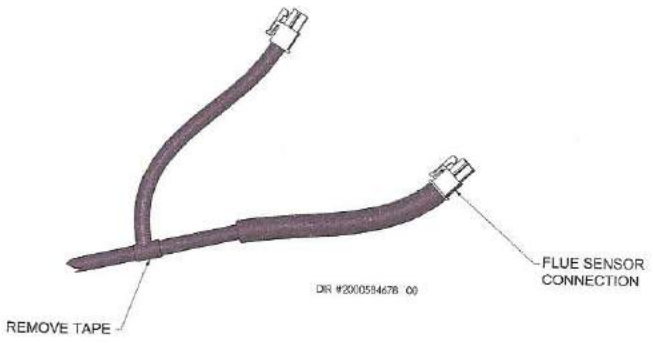
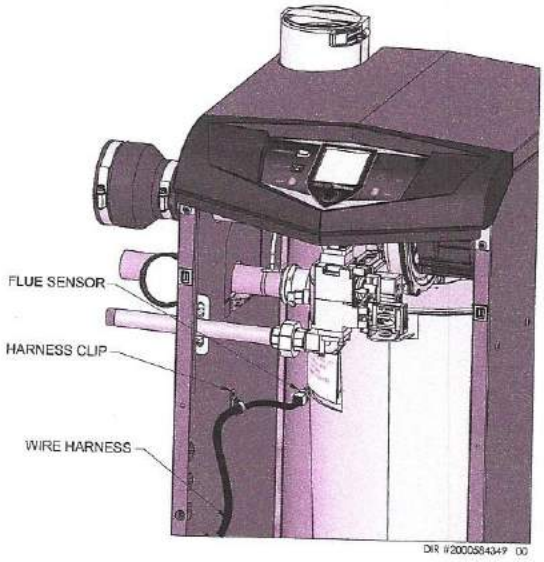


Figure 1-4 *Harness Clip Installation*



Replacement Procedure for Wall Mount Boiler Models 55/56, 85/86, 110/111, 155/156, 199/200. 285/286, and 399 (FIG. 2-1 thru 2-3)

1. Turn OFF power at the source.
2. Turn OFF gas to the appliance.
3. Remove the front access panel (FIG. 2-1).
4. Locate the flue sensor for the specified unit (FIG. 1-2).
5. Remove the flue sensor from its port. If difficult to access, remove control panel.
6. Remove the current flue grommet and install the replacement flue grommet.
7. Insert the flue sensor into the new grommet.
8. Locate the flue sensor harness and remove the tape located approximately 1 ft. from the flue sensor connection (FIG. 2-2 and 2-3).
9. Attach the kit provided clip (100328189) to an open space in the top left area of the back of the control panel (FIG. 2-3). Route the flue sensor wiring through the clip and ensure that the harness is not in tension.
10. Review wire routing and ensure that the wires are not touching the water pipes or heat exchanger.
11. Reassemble the unit in reverse order of component removal.
12. Turn ON power and gas to the appliance. Resume operation.
13. Locate and follow instructions on Flue Accessories Replacement Card.

Figure 2-1 *Remove front access panel*

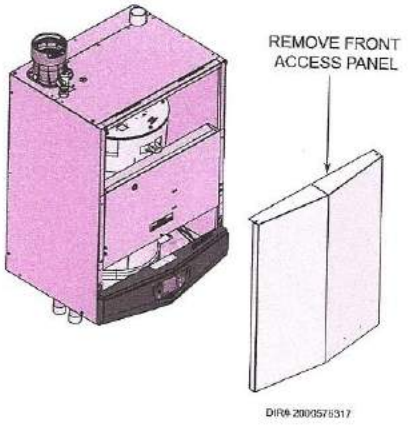


Figure 2-2 *Remove tape from sensor harness*

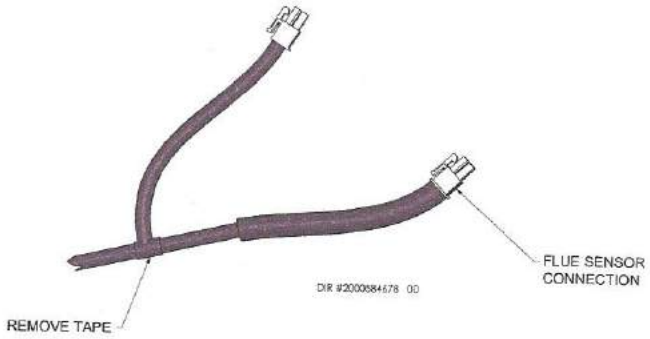
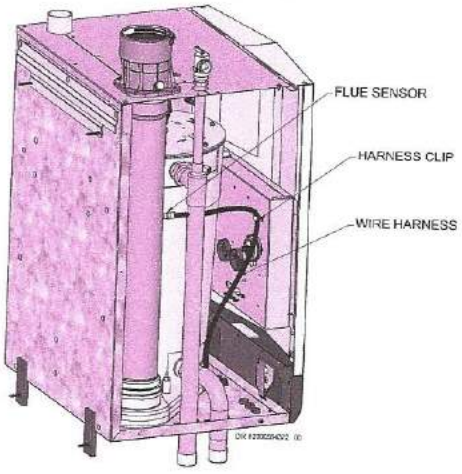


Figure 2-3 *Harness Clip Installation*



Replacement Procedure for Wall Mount Boiler & Combi Models 80, 110, 150, & 199 (FIG. 3-1 thru 3-3)

1. Turn OFF power at the source.
2. Turn OFF gas to the appliance.
3. Remove the front access panel (FIG. 3-1).
4. Locate the flue sensor for the specified unit (FIG. 3-2A and 3-2B).
5. Remove the flue sensor from its port. If difficult to access, remove control panel.
6. Remove the current flue grommet and install the replacement flue grommet.
7. Insert the flue sensor into the new grommet.
8. Inspect the flue sensor harness wiring to see if it is in tension. If it is not, skip to Step 11.
9. If needed, attach the kit provided clip (100328189) to the inside of the unit on the same side as the flue sensor (FIG. 3-3, pg. 4). Route the flue sensor wiring harness through the clip and ensure that the harness is not in tension.
10. Review wire routing and ensure that the wires are not touching the water pipes or heat exchanger.
11. Locate the hose barb and remove the attached tubing (FIG. 3-2A and 3-2B).
12. Remove the hose barb and hose barb grommet.
13. Install the kit provided hose barb grommet and hose barb.
14. Attach the removed tubing to the new hose barb.
15. Reassemble the unit in reverse order of component removal.
16. Turn ON power and gas to the appliance. Resume operation.
13. Locate and follow instructions on Flue Accessories Replacement Card.

Figure 3-1 *Remove front access panel*

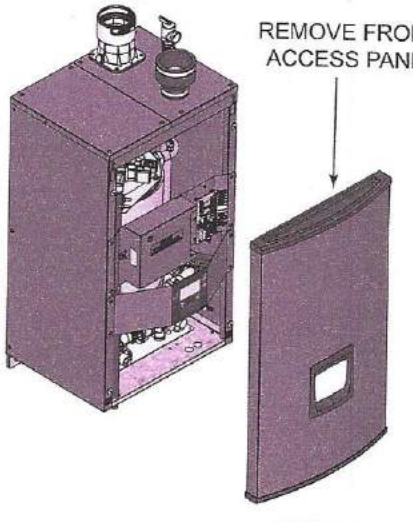


Figure 3-2A Wall Mount 80 - 110_Locate flue sensor

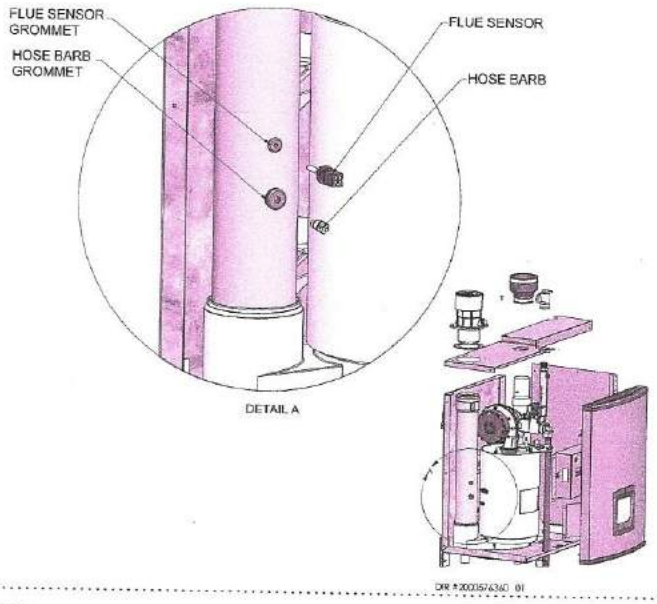


Figure 3-2B Wall Mount 150 - 199_Locate flue sensor

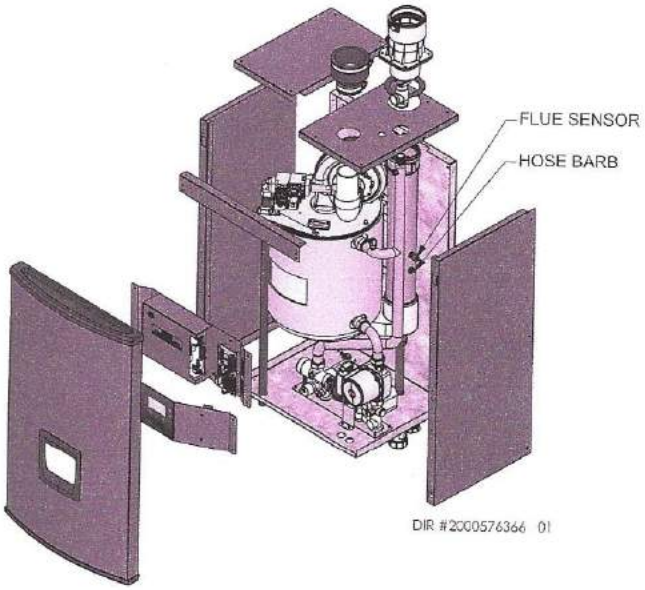
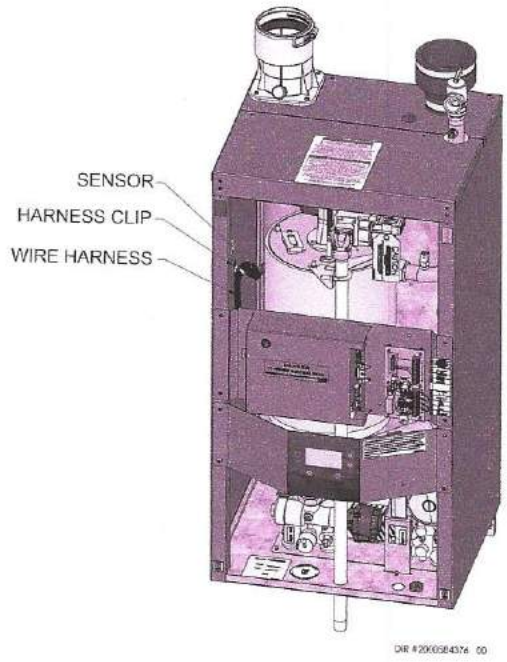


Figure 3-3 *Harness Clip Installation*



Note: Combi (or boiler) model shown for illustration purposes only.

NOTICE

If additional assistance is needed, please contact Technical Services at 1-800-722-2101.

Revision Notes: *Revision A (PCP# 3000037618 / CN# 500025791) initial release.*

02/20- Printed in U.S.A.

Lochinvar Technical Service Department
Flue Sensor Grommet Reimbursement Form

Date: _____

Model Number:_____

Serial Number: _____

Equipment Owner: _____ Phone:_____

Address:_____

City:_____State:_____ Zip:_____

Contractor: _____Phone: _____

Address:_____

City:_____State:_____ Zip:_____

Lochinvar will provide $125 for the flue sensor grommet replacement.
For reimbursement, submit this form by using the "Save & Send" button below or mail form to:

Lochinvar Technical Service Department
300 Maddox Simpson Pkwy
Lebanon, TN 37090

Field scrap the original parts after the replacement parts have been properly installed.

I have read and understand the above statements.

Contractor Signature: _____ Date: _____
(Text entry OK if electronic signature not available)

FOR INTERNAL USE:
Lochinvar Technician Signature: _____ Date: _____

Save & Send (Goes to 2tech@lochinvar.com)

100328194