

**RE: Vitodens 200 Heat Exchanger Safety Notice : Contractor Notice**

**Dear Viessmann Contractor:**

We kindly request your support as follows:

1. Please identify the customers and sites where boilers affected by the safety notice are installed.
2. Heat Exchanger Replacement Kits (HX Kit) containing all necessary installation instructions and forms are available from wholesalers carrying Viessmann products.
3. Tool Kits for replacing Heat Exchangers will be provided upon request at no charge to all contractors who do not have them and will need them to replace recall affected heat exchangers.
4. Please contact affected customers, schedule the work, and perform the heat exchanger replacement in accordance with the instructions contained in the HX Kit. Please provide the [Customer Notice](#) from Viessmann to all customers or direct your customers to the [Viessmann Vitodens 200/222F Recall Webpage](#) or [CPSC.gov](#) for more information on the safety notice.
5. The HX Kit also contains a Contractor Reimbursement Form with instructions on how to request reimbursement from Viessmann for labor charges associated with this safety notice. Viessmann is offering labor reimbursement, not to exceed \$1,000.00, per unit.

**If you have more questions:**

1. You can find frequently asked questions and all updates [here](#).
2. Please call Viessmann toll free at **1-833-799-4976** Mon. through Fri., 8:30am to 5:00pm ET.
3. You may also email us at [recall@viessmann.com](mailto:recall@viessmann.com).

We sincerely apologize for the inconvenience and burden that this situation may cause you. We would like to thank you for your understanding and for your continued support.

Michael Luz  
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