

April 25, 2019

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## How to Return Boilers Affected by the 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 Customer:

Please verify that boilers are on the affected list by visiting [Viessmann Vitodens 200/222F Recall Webpage](#) or using the “Is My Boiler Affected?” guide located on that webpage.

#### **What do I need to do?**

Distributors with recalled boiler(s) are advised to quarantine the recalled boiler(s) in their stock as not to be sold. Immediately create a list of the impacted serial number(s) you have in stock and notify Viessmann using the contact information below of any affected boilers in your stock that need to be returned to Viessmann.

Your Viessmann Representative will confirm that the boilers are affected and provide a shipping company and account you can use to ship the boilers back to Viessmann free of charge.

#### **Have Questions?**

In the US, please call Viessmann toll free at **1-833-799-4976** Monday through Friday, 8:30am to 5:00pm EST. You may also email us at [recall@viessmann.com](mailto:recall@viessmann.com).

We thank you very much for your cooperation.

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