



April 25, 2019

Is My Boiler Affected by the Heat Exchanger Replacement Safety Notice?

Dear Viessmann customers:

Please use the following guide to determine if your boiler(s) are affected by the Viessmann Heat Exchanger Replacement Safety Notice.

To verify your boiler serial number, please go to www.viessmann-us.com/recall or scan the QR code at right for direct access. If your boiler is affected, please refer to the "What Do I Need To Do If My Boiler Is Affected" section on the last page of this document. Affected boilers fall within the following serial number ranges:



VITODENS 200-W, B2HB

Affected Boiler Models	Boiler Part Number	Boiler Serial Numbers (Affected Range)
B2HB 19	7538092	7538092 401003 107 to 7538092 701038 106
B2HB 26	7538093	7538093 401002 107 to 7538093 701177 109
B2HB 35	7538094	7538094 401003 101 to 7538094 701446 103

VITODENS 222-F, B2TB

Affected Boiler Models	Boiler Part Number	Boiler Serial Numbers (Affected Range)
B2TB 19	7542250	7542250 401001 100 to 7542250 401210 106
B2TB 35	7542251	7542251 401001 107 to 7542251 701257 105

If your boiler(s) are uninstalled, in the original packaging, continue to page 4.



Step 1: Identify Your Model

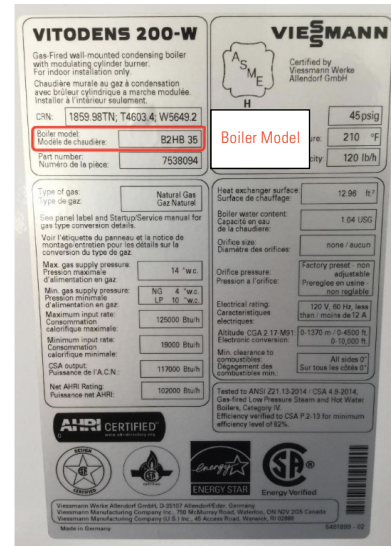
For installed or unpackaged boilers

To identify your boiler model, please find the label pictured below on your boiler.

Locate the boiler plate on your boiler.



Locate the boiler model on the rating plate.



*Note: Boilers that 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. If your boiler has this yellow sticker, you do not need to take further action.

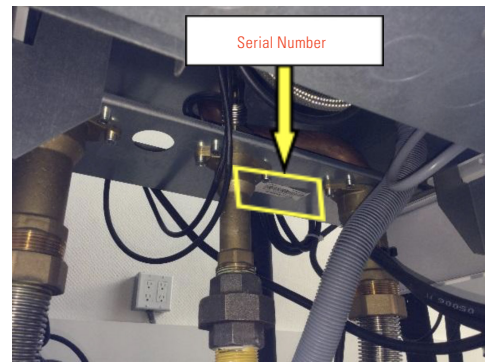




Step 2: Locate Your Serial Number

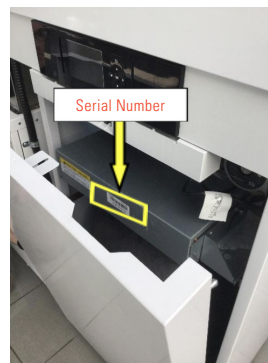
VITODENS 200-W, B2HB

Boiler serial number location can be found on the underside of the boiler cabinet. See photographs below for reference:

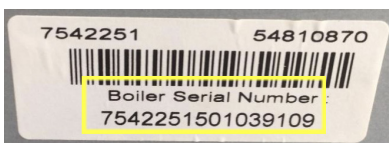


VITODENS 222-F, B2TB

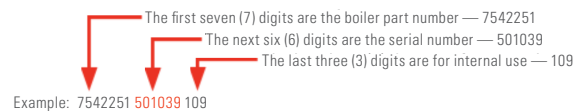
Boiler serial number location can be found behind the lower front panel upon removal. See photographs below for reference:



Boiler Serial Number (see image below)



How to interpret the boiler serial number:





What If My Boiler Hasn't Been Installed?

For uninstalled or packaged boilers

VITODENS 200-W, B2HB

Boiler serial number is located in bottom corner of box packaging. See below:



VITODENS 222-F, B2TB

Boiler serial number is located in bottom corner of box packaging. See below:





What Do I Need To Do If My Boiler Is Affected?

Consumers with installed recalled boilers are advised to contact their mechanical contractor or the distributor from whom they purchased the boiler (if you do not have this contact information, please contact Viessmann Manufacturing at 1-833-799-4976) 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.

Viessmann account holders and representatives are advised to refer to their Return Guide.

Have Questions?

If you are a customer within the U.S., 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.

We thank you very much for your cooperation,

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