

December 22, 2015

Safety Inspection Notice

Vitodens 200 B2HB 45 and 57

Dear Viessmann customer:

In keeping with our exacting safety standards please be advised of the following situation for the Vitodens 200 B2HB 45 and 57 boiler models:

What happened?

We are aware of several cases when the flue gas temperature safety sensor shut down the burner causing a F1 fault. **If a F1 fault is displayed on the boiler control, DO NOT attempt to reset the fault or operate the boiler.** Such boiler needs to be replaced.

We have found that the flue gas baffle used inside the heat exchanger assembly may become dislodged due to a mechanical fastener slipping and therefore causing higher than normal flue gas temperatures to enter in the flue gas collector and the venting system causing the F1 fault. The venting system may fail causing the flue gases to escape into the house posing a risk of fire and increased carbon monoxide levels.

What do I need to do?

Boilers in inventory

Effective immediately sales representatives, wholesale distributors and mechanical contractors shall stop sales, shipment, and installation of Vitodens 200 B2HB-45 and B2HB-57 boilers and return these boilers to Viessmann Warwick or Viessmann Waterloo for inspection. Please ship freight collect to Viessmann, reference project# 990000000063 on bill of lading.

Boilers installed

Distributors and mechanical contractors are advised to contact their customers to schedule a boiler inspection at their earliest opportunity. The authorized inspection procedure will be made available separately.

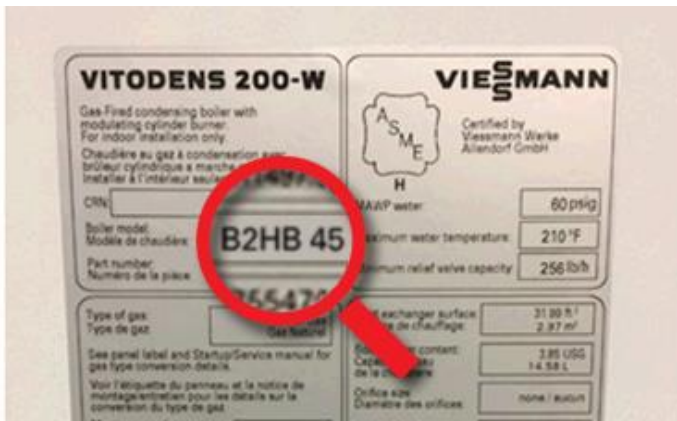
Consumers are advised to contact their mechanical contractors or distributor from whom they purchased the boiler, or Viessmann Manufacturing, immediately in order to schedule a free boiler inspection. While awaiting inspection, consumers should insure that the house is equipped with properly installed and functioning carbon monoxide and smoke detectors.

How do I determine if my boiler is affected?

The rating plate, which contains the model name and number can be found on the left hand side of the boiler housing. Only Vitodens 200-W models B2HB 45 and B2HB 57 are affected.

Vitodens 200-W Boiler Models Affected:

- B2HB 45
- B2HB 57



If I have any other questions?

Call Viessmann toll free at 888-484-8643 Monday through Friday, 8:30am to 8:00pm EST. You may also email us at info@viessmann.ca (Canada) or info@viessmann-us.com (USA).

We sincerely apologize for any inconvenience this situation may cause you. Thank you very much for your understanding and your continued cooperation.

Please see reference image on following page if you are unsure where to find your boiler model number.

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