



Safety Recall Notice (Carbon Monoxide Risk)

Navien Hot Water Heaters manufactured in 2008

[Models: CR-180(A), CR-210(A), CR-240(A), CC-180(A), CC-210(A) and CC-240(A)]

December 21, 2011

Dear Wholesaler & Installer,

This notice is to inform you that Navien America, Inc. has voluntarily initiated a safety recall program to inspect and repair the exhaust vent on tankless water heaters manufactured in 2008.

The vent collars of the products manufactured by Navien in 2008 were not properly connected to the vent pipes in some cases. In the event something hits the heater or enough force or pressure is applied, then the vent could separate and break away from the collar. If the vent separates from the vent collar, then this could lead to the risk of carbon monoxide leaks and poisoning if the water heater is located inside the house. Navien has voluntarily initiated a recall in coordination with the U.S. Consumer Product Safety Commission in order to further promote the safe use of our products.

In order to expedite the replacement of the vent collars within subject products sold to multiple unspecified consumers during this recall process which Navien America, Inc. has voluntarily initiated, this letter is being sent to all our wholesalers. We are requesting all our wholesalers to forward this notice along with the enclosed "Notice to Homeowners/End Users" to all of your installers that may have installed the 2008 Navien tankless water heaters. We are further requesting all installers receiving this notice to forward the enclosed "Notice to Homeowners/End Users" to all homeowners who may have purchased the 2008 Navien tankless water heaters. The vent collars will be repaired by Navien through contractors who have been designated and trained by Navien.

We regret any inconvenience this situation may cause you. In addition to its commitment to safety, Navien continues to strive in reducing energy use by utilizing condensing technology and by using long lasting stainless steel heat exchangers and PVC vents. Navien sincerely thanks all of its customers for using Navien products.

If you have any comments, questions or require more information, please contact Brandy Randal - Email: productservice@navienamerica.com; Phone: 800-244-8202 or 949-420-0461; Fax: 949-420-0460. Pacific Time 08:00 a.m. to 5:00 p.m.

We thank you in advance for your continued cooperation and support.

Ted Kwak, CEO



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Navien Tankless Hot Water Heaters Manufactured in 2008

[Models: CR-180(A), CR-210(A), CR-240(A), CC-180(A), CC-210(A) and CC-240(A)]

December 21, 2011

Dear Homeowner / End-User:

This notice is to inform you that Navien America, Inc. has, on its own decision, proactively initiated a safety recall program in coordination with the U.S. Consumer Product Safety Commission in order to further promote the safe use of our products.

1. What Is The Issue?

The vent collars of the products manufactured by Navien in 2008 were not properly connected to the vent pipes in some cases. In the event something hits the heater or enough force or pressure is applied, then the vent could separate and break away from the collar. If the vent separates from the vent collar, then this could lead to the risk of carbon monoxide leaks and poisoning if the water heater is located inside the house.

2. What Will Navien Do?

Navien will replace the Nylon 66 exhaust vent collar with a PVC collar at your location, free of charge.

3. What Should You Do?

1) Look for your product serial number, which will be located on the right side of the unit. The manufacturing year can be determined by the 16 digit serial number located on the side of product as identified right. Letters 5-8 identify the year of manufacture (e.g. XXXX-2008XXXX-XXXX).



2) If your product was manufactured in 2008, please fill out the form below and return it to us by e-mail, fax or mail. If you have any questions, then please contact us Monday through Friday 08:00am to 05:00pm Pacific Time at toll-free (800) 244-8202, Fax (949) 420-0460 or productservice@navienamerica.com.

3) Navien strongly suggests using a carbon monoxide detector when using any gas products including water heaters.

We regret any inconvenience this situation may cause you. In addition to its commitment to safety, Navien continues to strive in reducing energy use by utilizing condensing technology and by using long lasting stainless steel heat exchangers and PVC vents. Navien sincerely thanks all of its customers for using Navien products.

Ted Kwak, CEO