



Turn to the Experts™

Carrier Corporation
Residential Products
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IMPORTANT PRODUCT SAFETY NOTICE

Dear Carrier Ventilator Customer:

Carrier Corporation is voluntarily participating in a Product Safety Recall that applies to select Heat Recovery Ventilators (HRVs) and Energy Recovery Ventilators (ERVs) manufactured for Carrier between 1993 and 2001. The manufacturer has informed Carrier that these ventilators have a potential risk of motor overheating that can result in a potential fire hazard.

Only units manufactured between 1993 and 2001 are affected. The affected model numbers are: VA3AAA015, VA3AAB015, VL3AAA015, VB5AAA015, VB5AAB015, VC5AAA015, VB5AAB015, VA3AAA020, VA3AAB020, VL3AAA020, VB5AAA020, VB5AAB020, VC5AAA020, VC5AAB020, VC5AAA027, VC5AAB027, HRVCCLVU1150, HRVCCLVU1200, HRVCCLVU1330, HRVCCSVU1150, and HRVCCSVU1200. The affected serial numbers are: 0193V (with 6 more digits) to 1201V (with 6 more digits).

Other HVAC and ventilator manufacturers have also been affected by this recall, as the same motor has been used in many competing products. This recall has been posted to the U.S. Consumer Product Safety Commission website (www.cpsc.gov).

Owners of ventilators that are covered by this program should turn their unit off and unplug it. Owners should contact the ventilator manufacturer, Venmar, as soon as possible by one of the methods below to obtain a remedy kit:

- Calling the toll-free help line at 1-866-441-4645
- E-mail at sup@venmar.ca
- Completing an online request form at www.venmar.ca
- Mail request to: SUP – Venmar, 550 Lemire Blvd., Drummondville, QC J2C 7W9

We apologize for any inconvenience this recall may cause. Please be assured that we are committed to the safety of our customers and to our products.