

Ducted Systems Technical Services: Service Tips Letter

Letter: ST-002-23

Date: January 9, 2023 Effective: September 27, 2022

To: S1 HVAC Branch and Distributor Principal, Sales Manager, Service Manager, Parts Manager, Warranty Manager, Ducted Systems Technical Services, DS (Ducted Systems) Parts/S1, Sales, Warranty teams

Subject: **Product Safety Notice – S1- STEAM8000T01 Steam Humidifier Electrode Wire Replacement**

Product/s: Johnson Controls, Inc. Steam Humidifier, S1- STEAM8000T01

Summary: **This notice provides awareness of a potential safety concern if maintenance instructions are not followed on S1- STEAM8000T01 Steam Humidifiers.**

Dear valued customer:

We recently received a product safety notice if maintenance instructions are not followed on Johnson Controls, Inc. S1- STEAM8000T01 Steam Humidifiers.

To properly maintain your Johnson Controls Steam Humidifier:

- Replace the steam canister annually (S1-8044).
- Check the electrode wires annually.

Replace the electrode wires if the connections are loose, damaged, or have been in service for 3 or more years (S1-5274). If the electrode wires of these units are not replaced as recommended, they could potentially cause a safety notice.

In steam humidifiers produced from 2010-2015, the electrode wires used a D-shaped connector that could become loose over time, causing poor electrical conductivity within the canister. This could, in turn, potentially lead to a thermal event rendering the unit inoperable.

Please review this notice and take the following actions to disseminate this important information to your Johnson Controls, Inc. customers.

- Email the product safety notice to your database of HVAC contractors
- Check your inventory for part S1-5274. Field-scrap any unsold inventory of “D” style connectors and file a warranty claim.

CURRENT "O" Connector



DISCONTINUED "D" Connector



With the seasonal increase in steam humidifier maintenance and increased contractor marketing to homeowners for annual maintenance, make sure you have adequate steam canister (S1-8044) and electrode wire (S1-5274) inventory on hand.

Service Incentive

Contractors can earn a US\$200 incentive for every pair of "D" shape electrode wires they replace with "O" shape connectors. Online incentive program submission must be received on or before June 30, 2023. Click [here](#) to submit your incentive submission and to review full incentive program terms and conditions.

To help encourage proper maintenance, homeowners can be reimbursed up to US\$200 for an HVAC contractor to perform the service maintenance on steam humidifier if the unit contains D shape connectors. Service must take place by May 31, 2023. Online reimbursement submission must be received on or before June 30, 2023. Click [here](#) for the reimbursement site.

For questions about this notice, please contact your Johnson Controls, Inc. Sales Representative, or call Customer Support at 1-877-874-7378 Monday through Friday, 7:00 a.m.-5:00 p.m. Central Standard Time.

Warm regards,



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