

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.

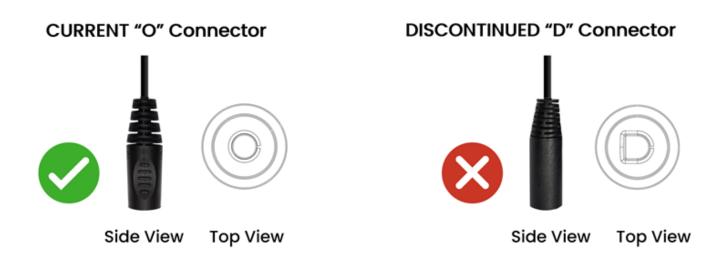
Replace the electrode wires if the connections are loose, damaged, or have been in service for 3 or more years (S1-5274). If the electrode wires of these units are not replaced as recommended, they could potentially cause a safety notice.

In steam humidifiers produced from 2010-2015, the electrode wires used a <u>D-shaped connector</u> 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.





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 <u>here</u> 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 <u>here</u> 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,

Stevie L. Sullivan Jr. Residential Technical Service Manager Ducted Systems Technical Support – Johnson Controls Inc.

Catherine McMurray

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