

Vitodens 200-W, B2HB series (models 19, 26 and 35)
Vitodens 222-F, B2TB series (models 19 and 35)

- Heat Exchanger Safety Notice -

April 25, 2019

Dear Viessmann Customer:

At Viessmann, we take pride in the quality of our boilers. In the rare cases when we fall short of your, and our, expectations it is important to us to proactively take all necessary steps to correct the problem and to make sure that our customers are well taken care of and safe. Therefore Viessmann has started a voluntary recall of all affected boilers.

What is happening?

It has come to our attention that heat exchangers of a certain production series of the listed boiler models, manufactured between September 1, 2014 and April 13, 2017 experience premature failures of their back plate due to accelerated corrosion. The rate of corrosion varies widely depending on operating conditions. In some extreme cases the back plate can corrode all the way through, allowing condensate to leak from the combustion chamber and potentially cause other boiler components to fail. In these cases, flue gases can also leak from the combustion chamber.

Under normal operating conditions those flue gases will not exit the boiler housing, and will be drawn back into the combustion air intake. In most cases when this occurs, the combustion control will then shut the burner off. In rare cases flue gases may leak into the surrounding space thereby potentially creating elevated levels of carbon monoxide. **No such incidents or resulting injuries have been reported as of the date of this notice (April 25, 2019).**

What do you need to do?

1. Using the instructions in the “Is My Boiler Affected?” document ([found here](#)), please verify whether a boiler in your possession is affected by this notice.
2. Customers with affected boilers that are **already installed** should call their licensed heating contractor. The contractor will perform the necessary boiler repair. If customers do not have a licensed heating contractor, they can contact Viessmann directly at the telephone number below.
3. Customers with affected boilers that are **still packaged** and have not been installed, use the “How to Return” instructions [found on our recall webpage](#) to return these boilers to Viessmann.
4. Licensed heating contractors will find all relevant information in the “Contractor Notice” on our [recall webpage](#).

What is Viessmann doing about the situation?

Viessmann

1. will replace all affected components of affected boilers to illustrate its commitment to quality and safety.
2. will cover the cost for all parts. Viessmann will reimburse reasonable labor charges associated with replacing the heat exchanger of affected boilers.
3. has identified the serial numbers of all boilers affected by this voluntary recall.
4. is working to notify its distributors, licensed heating contractors, and end users about the voluntary recall and the actions that need to be taken.
5. is stocking required parts to complete the repairs.
6. is engaging in a comprehensive communication campaign to notify, educate, and reassure consumers through an online information campaign at viessmann-us.com/recall.
7. has filed a recall with [US Consumer Protection Safety Commission](#)

If you have more questions?

1. You can find frequently asked questions and all updates at viessmann-us.com/recall
2. Please call Viessmann toll free at **1-833-799-4976** Monday through Friday, 8:30am to 5:00pm ET.
3. You may also email us at recall@viessmann.com.



We sincerely apologize for the inconvenience and burden that this situation may cause you. We would like to thank you for your understanding and for your continued support.

Michael Luz
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