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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](http://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](mailto:sup@venmar.ca)
- Completing an online request form at [www.venmar.ca](http://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.

## **Ventilator Safety Notice FAQ**

### **What is the problem with my ventilator?**

The ventilator manufacturer has advised Carrier that the motor could overheat and cause a fire.

### **How is Carrier solving the problem?**

The list of model numbers and serial numbers have been published and distributed to Carrier Dealers. The dealer will attempt to locate the customers who have purchased these units so they can be repaired. Depending upon the model number, the remedy is to install either a power plug adapter or a wiring harness.

### **Can I use the ventilator prior to correcting the problem?**

No. Turn off and unplug the ventilator until the problem has been corrected. Your furnace and/or air conditioner will work normally even if the ventilator has been turned off.

### **Does the ventilator meet safety standards?**

Yes. These ventilators are design certified by UL and CSA and fully comply with other safety standards including the National Electric Code.

### **What happens if I do not have the problem corrected?**

The ventilator motor may overheat and cause a fire.

### **Was the problem reported to the U.S. Consumer Product Safety Commission?**

Yes. This recall is posted on the CPSC's website at [www.cpsc.gov](http://www.cpsc.gov).

### **Who will perform the installation of the adapter or harness?**

For most units the appropriate remedy is a Power Plug Adapter (PPA) that Venmar will supply to the homeowner, at no cost, as part of a simple-to-install kit. Simply unplug the ventilator power cord and plug it into the PPA, then plug the PPA into the wall outlet (detailed instructions are included). For units requiring a wiring harness, your Carrier dealer can perform the work.

### **Will the installation of the adapter or harness cost me any money?**

No. There is no charge for the adapter or harness, and no charge for harness installation. By calling the number listed below, a PPA (if applicable) will be sent to your address at no charge.

### **How do I know that this "fix" will work?**

This fix has been thoroughly tested for reliability. Once the PPA is installed, it should not be removed from the power cord.

### **How is Carrier ensuring that this will not happen again?**

A different style motor is now being used in current models. Carrier is constantly testing products for performance and reliability, and we make every effort to ensure that our products achieve the highest safety standards possible.

### **Are other ventilator brands also affected?**

Yes. Many ventilator brands are involved in this recall.

### **Who do I contact for more information?**

Owners should call the toll-free help line at 1-866-441-4645. Technical support personnel can help you identify if your unit is affected, and determine the corrective action. (Prior to calling, please have your model number and serial number available.)