



IMPORTANT SAFETY RECALL NOTICE

Date: 6/21/23

Dear Contractor:

Research Products Corporation, manufacturer of the AprilAire Steam Humidifier, has determined that a specific type of electrode wire with a "D" shaped connector may loosen causing arcing and/or overheating at the interface of the connector and canister, posing a fire hazard. The affected AprilAire Steam Humidifiers were produced from June 2010 – January 2015. Research Products Corporation voluntarily notified and is working with the U.S. Consumer Products Safety Commission and Health Canada on this issue. No other AprilAire products are affected.

We request that you immediately check your inventory of AprilAire part #4978. For a FREE swap out of your "D" shaped connector electrode wires with "O" shaped connector electrode wires, go to RPCRecall.com/SteamHumidifier.

To eliminate the fire hazard, Research Products Corporation engineers developed an electrode wire with an "O" shaped connector which has been used in Steam Humidifiers manufactured after January 2015.

To help us reach homeowners as quickly as possible, we are asking for your help in identifying all homeowners you sold the AprilAire 800 Series Steam Humidifier to through January 2015.

Within the next 5 business days please email an Excel file to:

RPCRecallHomeowners@researchproducts.com containing the following information: Homeowner name, address, phone number, number of units installed at the address, and installation date. Please note, your customer list will not be compromised. It will not be sold, shared, or used for any purpose other than this recall.

\$200 Service Reimbursement Program

A Research Products Steam Humidifier Safety Recall Repair Kit will ship directly to homeowners. The kit contains two electrode wires with "O" shaped connectors, a complimentary Replacement Steam Canister, and repair instructions.

We are recommending to homeowners they contact their professional heating and cooling contractor to schedule a service call to install the repair kit at no charge to the homeowner. We estimate replacing the two electrode wires and canister typically takes 15 – 20 minutes. We have an online program to reimburse contractors US\$200 for the repair service. Go to RPCRecall.com/SteamHumidifier to learn about the program and submit a reimbursement request.

As you conduct routine service and repair work on affected Steam Humidifier units, please inform homeowners of this recall and have them visit RPCRecall.com/SteamHumidifier or call 1.888.742.2401 (M-F 8 AM – 5 PM EST) to request a repair kit.

Thank you,

Dan Lesko
Director of Product Quality and Reliability, AprilAire