



John Wood

SAFETY RECALL

March 10, 2014

Subject: John Wood Propane Residential Water Heaters, Model No. JW850S40P-AV1 (301 Series)

Dear Valued John Wood Customer:

We recently discovered that a small quantity (less than 100) of certain John Wood JW850 Propane Model Water Heaters may have been shipped with a small, undesigned gap between the combustion chamber floor and the manifold tube. This may prevent the unit's flame arrester from operating as designed, resulting in an increased potential risk of a fire and/or explosion if flammable vapors are improperly used in the vicinity of the unit. We request your immediate attention to locate these units and address this issue.

Units Impacted By The Notice: The affected water heaters were sold between August 2013 and February 2014 and will have the model number JW850S40P-AV1 301 on them. Only propane water heaters are impacted by this Notice. The serial number ranges for the potentially affected units are as follows:

1332A012841-1332A012860
1333A024744
1334A007940-1334A007954
1338A013942-1338A013966
1338A028652-1338A028686

The model number and serial number information can be found on the unit's rating plate. A water heater photograph showing the location of the rating plate is attached.

What To Do (wholesalers, retailers and plumbers):

1. Check your inventory for affected units listed above that you may still have in stock, refrain from selling or installing those units and contact John Wood at the number below to arrange for the units to be retrofitted with replacement burner assemblies.
2. For those affected units that have already been sold to consumers, please gather contact information and provide this information to John Wood at the number below.
3. Call us at: **1-888-479-8324**

We are also requesting that you notify your customers of this issue as well as the availability of a free repair.

What to Do (consumers):

1. Check the rating plate (see attached pictures) on your unit(s) to see if the model number reads JW850S40P-AV1 301. If this is the model number on your unit(s), check the serial number on the rating plate and compare it against the list of affected serial numbers on the first page of this notice. If it has a different serial number, your unit is not affected by this recall.
2. If your unit is affected by this recall, please call **1-888-479-8324** to schedule a free of charge repair.

We Offer To:

- Dispatch a service agent to make the repair at no charge, or
- Refer the names of nearby service providers who can install the replacement burner assembly at our expense, or
- For licensed plumbers, provide you with a free replacement burner assembly for each unit purchased and a standard labor allowance.

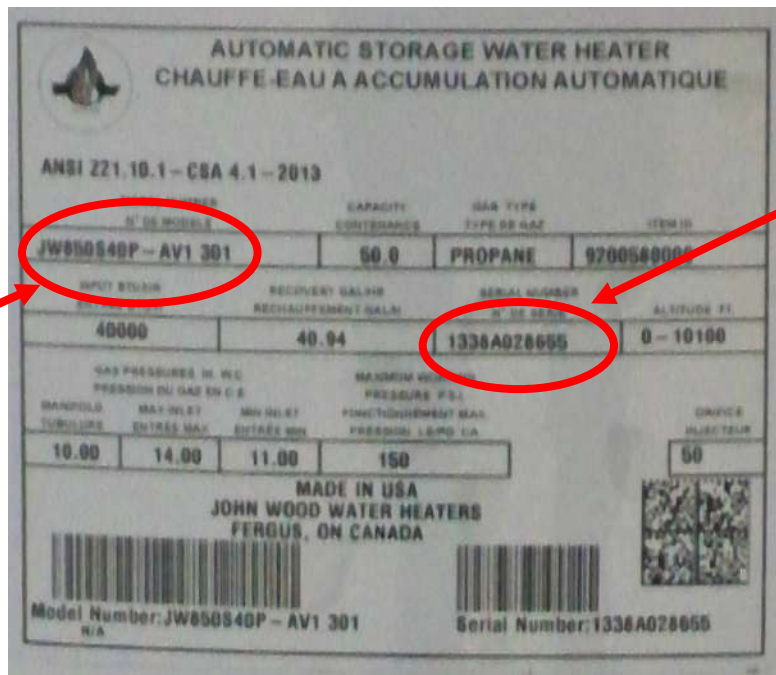
These actions will require a quick visual inspection for the noncompliant condition and, if necessary, the retrofitting of any affected units.

We thank you for your help in this matter and sincerely apologize for any inconvenience this may cause.

SEE PHOTOS BELOW FOR INFORMATION ON LOCATING MODEL AND SERIAL NUMBER INFORMATION.



RATING PLATE



SERIAL NUMBER

Model Number