



**corporation** ■ *America's Comfort Conditioning Company*

## IMPORTANT SAFETY RECALL Immediate Action Required

June 28, 2011

Dear Valued Customer,

Our records indicate that your company purchased and/or sold a Fostoria product that may be subject to a Voluntary Recall. We are asking for you to do the following:

- See the attached recall notice which identifies the product. Immediately stop sale or use of any of these products and return them to TPI Corporation according to the instructions.
- In addition, we need your assistance in notifying all of your customers that purchased or received a product subject to this recall. You may send the attached notice to your customers/end users of these products or you can provide TPI Corporation with their name and contact information and we will send the notice directly to them.

Please contact Sharon Stratton at TPI Corporation by telephone, fax or email to discuss how you wish to handle sending this notice to your customers.

Phone: 423-477-4131 ext. 265  
Fax: 423-477-5721  
Email: [sstratton@tpicorp.com](mailto:sstratton@tpicorp.com)

Please do not hesitate to contact your **sales representative or our technical support team members at 423-477-4131 ext. 243 or ext. 268** with any questions.

Safety is our number one concern, so please let us know if there is anything we can do to assist you in getting this recall information out to all of your customers and potential end users of these affected products.

Very truly yours,

Raymond A. Pepe  
VP Engineering



Quality Since 1917

A DIVISION OF



TPI Corporation

114 Roscoe Fitz Road

Gray, TN 37615

Phone: 800-682-3398

[www.tpicorp.com](http://www.tpicorp.com)



## IMPORTANT SAFETY RECALL NOTICE

>>IMMEDIATE ACTION REQUIRED<<

Fostoria, a division of TPI Corporation has been made aware of a possible safety hazard in a metal-sheath heating element sold for use in our over-head, heavy-duty, metal sheathed heaters. **This recall only affects heaters and elements that have four aluminum arctic fins at the terminal end of the element.** This defect can cause the aluminum fins on the element to shift and overheat resulting in a potential fire or burn hazard. We ask that you immediately stop selling or using the affected models. The heater and element models affected by this notice and the return information is described below and in the attached documents. Repair and Replacement procedures will be supplied and packaged with each replacement element.

"Arctic Fins"  
Quantity of (4)



### WARNING

#### BURN HAZARD FIRE HAZARD

- Serious injury or death may occur.
- Read, understand, and follow instructions in the box to the right.
- If you are using a defective element, immediately disconnect from electrical supply and DO NOT USE.
- Lock-out electrical supply from all defective elements.



### INSTRUCTIONS

- Read the following pages to determine if you have possession of a defective element.
- If you have a defective element in service, immediately discontinue its use and disconnect it from the electrical supply. Fostoria will be sending instructions and replacements for these elements at no charge to you.
- If you have defective elements in the original packaging, return to the person listed for returns on page 5 of this document. Mark all products with return authorization number R043353.
- Fostoria will assume responsibility for shipping costs and replace these elements free of charge.

## CONTACT AND SHIPPING INFORMATION

### TECHNICAL QUESTIONS

Anthony Burton  
Phone: 423-477-4131 Ext. 243  
Phone: 800-682-3398  
Fax: 423-477-8201  
Email: [aburton@tpicorp.com](mailto:aburton@tpicorp.com)

Roger Hammond  
Phone: 423-477-4131 Ext. 268  
Phone: 800-682-3398  
Fax: 423-477-8201  
Email: [rhammond@tpicorp.com](mailto:rhammond@tpicorp.com)

### RETURNS

ATTENTION: Mike Houser  
Phone: 423-477-4131 Ext. 307  
RMA# R043353 Phone: 800-682-3398  
Fax: 423-477-3061  
Email: [mhouser@tpicorp.com](mailto:mhouser@tpicorp.com)  
UPS Collect #167-55E

### ALL OTHER INQUIRIES

ATTENTION: Sharon Stratton  
Phone: 423-477-4131 Ext. 265  
Phone: 800-682-3398  
Fax: 423-477-5721  
Email: [ssstratton@tpicorp.com](mailto:ssstratton@tpicorp.com)

### SHIPPING ADDRESS

TPI Corporation  
114 Roscoe Fitz Road  
Gray, TN 37615  
RMA# R043353  
UPS Collect # 167-55E

FOR REPLACEMENT  
HEATERS  
AND/OR ELEMENTS  
PLEASE CALL  
1-800-682-3398  
EXTENSIONS: 243 OR 268

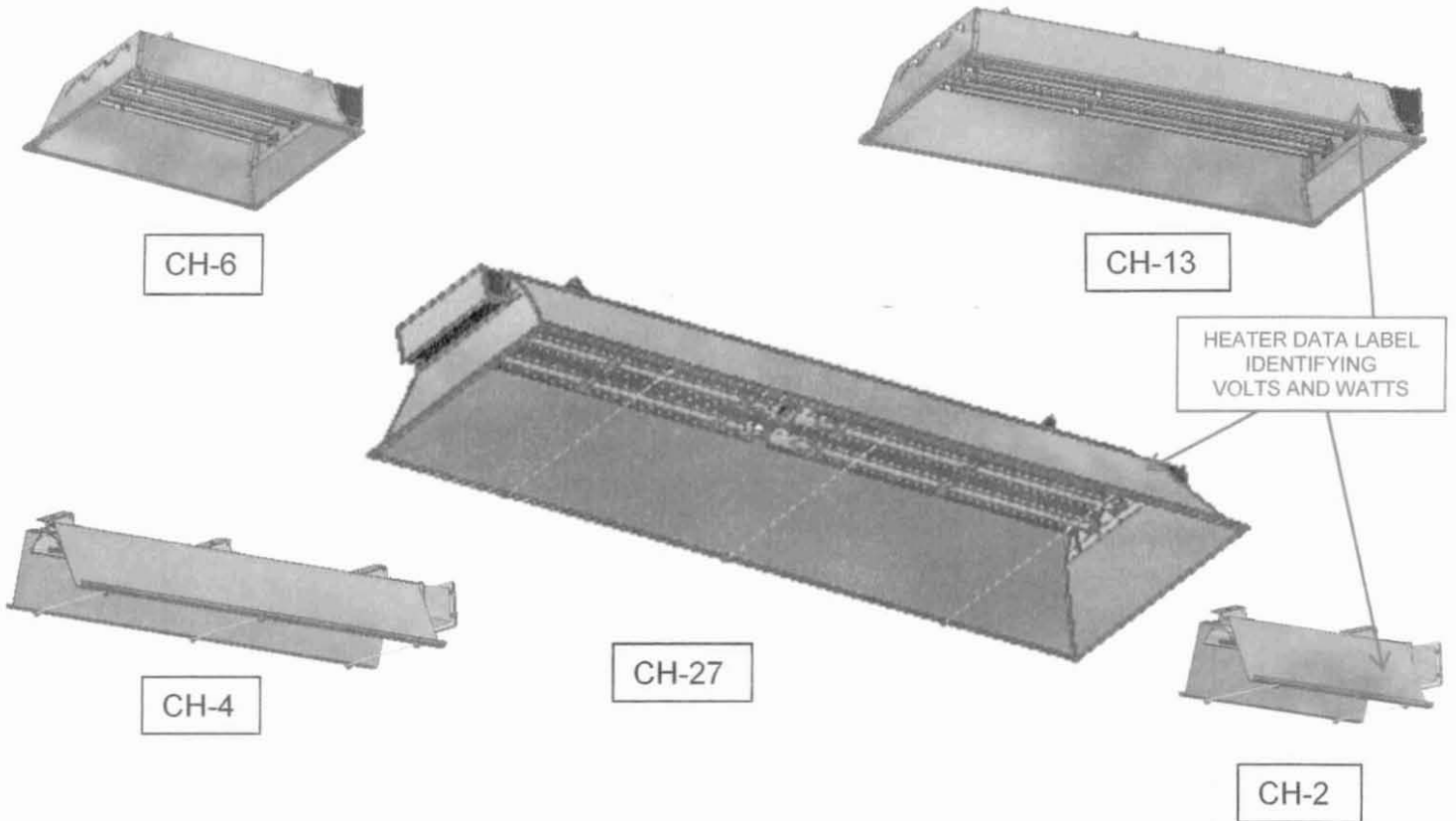
**MODELS AFFECTED BY THIS IMPORTANT SAFETY RECALL NOTICE**

<b>FOSTORIA Heater Model Numbers</b>	<b>FOSTORIA Replacement Element Model Numbers</b>	<b>FOSTORIA Replacement Element Part Numbers</b>	<b>DATE CODES ALL HEATERS AND ELEMENTS</b>
CH-212-1A	04458702	641-37211	01-243 thru 01-365 or 11-003 thru 11-109
CH-220-1A	04458302	641-35661	
CH-224-1A	04457902	641-35611	
CH-248-1A	04458402	641-36051	
CH-420-1A	04458002	641-35621	
CH-424-1A	04458802	641-50011	
CH-448-1A	04458502	641-36061	
CH-620-3A	04458102	641-35631	
CH-624-3A	04458602	641-36071	
CH-624-3A	04461702	641-35641	
CH-648-3A	04458902	641-50021	
CH-1320-3A			
CH-1324-3A			
CH-1327-3A			
CH-1348-3A			
CH-1357-3A			
CH-2720-3B			
CH-2724-3B			
CH-2748-3B			
CH-2757-3B			

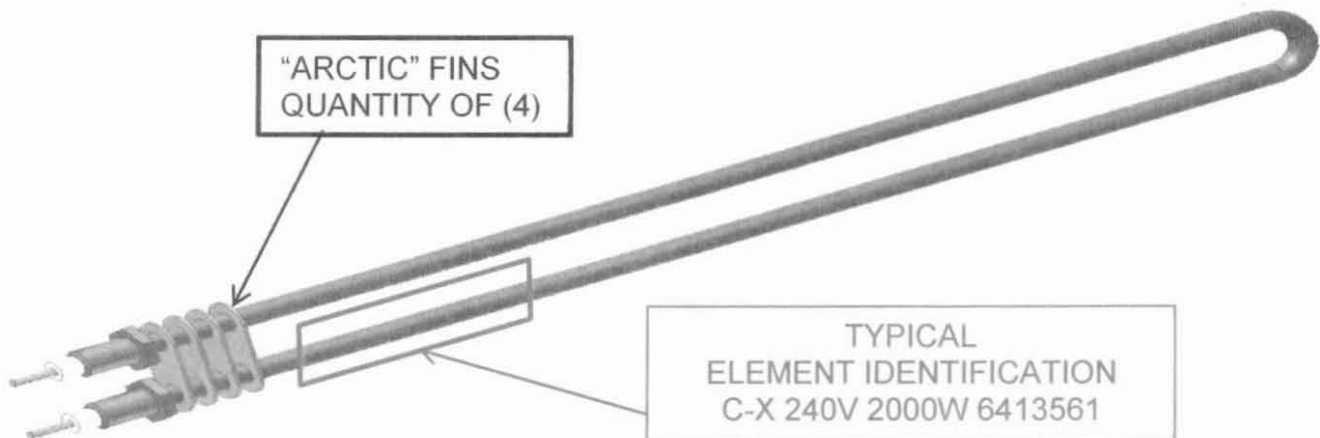
**SEE PAGE 4 FOR VISUAL IDENTIFICATION**

## CH-Series

Heavy-duty Metal Sheath Element  
Electric Overhead Infrared Heaters



## "U" – ROD ELEMENTS LOOSE OR CURRENTLY INSTALLED IN HEATERS



## IDENTIFICATION OF AFFECTED HEATERS AND ELEMENTS

If your <b>Heater</b> is:	Go to the following pages for Identification details.
In original carton	Go to page 6
Installed	Go to page 8

If your <b>Element</b> is:	Go to the following Pages for Identification details.
In original carton	Go to page 7
Loose or Installed	Go to page 8

If the heater or replacement elements are **packaged**, the date code can be found in the lower right corner below the carton label. If the date codes of your packaged heaters or replacement elements fall within the range noted on page 3, then they are affected by this stop sale/recall. If the date codes of your packaged heaters or replacement elements do not fall within this date code range, you can use the heater and/or elements without regard to this notice. If the heater or replacement elements are **installed**, the four aluminum fins will be located at the terminal end of each element. The data on page 3 represents heaters or elements purchased between September 1, 2010 and April 19, 2011. This notice affects only heaters or elements that have four aluminum fins.

Return these heaters or elements to:

TPI Corporation  
Attn: Mike Houser  
114 Roscoe Fitz Road  
Gray, TN 37615

Mark all returns with RMA# R043353 and ship UPS collect  
# 167-55E.

TPI Corporation will replace these heaters and/or elements at no cost to you and will assume responsibility for all shipping costs.

# FOSTORIA/TPI HEATER MODELS AND DATE CODES

## Fostoria/TPI Model Numbers

CH-212-1A  
CH-220-1A  
CH-224-1A  
CH-248-1A  
CH-420-1A  
CH-424-1A  
CH-448-1A  
CH-620-3A  
CH-624-3A  
CH-648-3A  
CH-1320-3A  
CH-1324-3A  
CH-1348-3A  
CH-1357-3A  
CH-2720-3B  
CH-2724-3B  
CH-2748-3B  
CH-2757-3B

## CARTON LABEL



MODEL:  
**CH-1348-3A**  
PCN: 08828807

DESCRIPTION:  
**INFRARED HEATER WITH U-RODS**  
**13500 WATT 480 VOLT 3 PH**

### WARNING / AVISO:

RISK OF FIRE. DO NOT USE AS A RESIDENTIAL OR HOUSEHOLD HEATER.  
RIESGO DE INCENDIO. NO UTILICE ESTE DISPOSITIVO COMO  
CALENTADOR CASERO.

32282-021 **CH-1348-3A**  
P.O. BOX 4973, JOHNSON CITY, TN 37602-4973  
<http://www.tpicorp.com>

## DATE CODE LABEL LOCATION

**NOTE:** If you have any of these model numbers and the date code falls within the ranges shown below, then the product has potentially defective elements and is subject to the conditions of this recall program.

## DATE CODE LABEL

01-243

THRU

01-365

OR

11-003

THRU

11-109

# FOSTORIA/TPI REPLACEMENT "U"-ROD HEATING ELEMENTS IN CARTON

## CARTON LABEL

Fostoria/TPI  
Model Numbers

04858702  
04458302  
04457902  
04458002  
04458502  
04458102  
04461702  
04458902



MODEL:  
04461702

PCN: 04461702

U-SHAPED METAL ROD  
4500W 480V WITH REFLECTOR

### IMPORTANT SAFETY INSTALLATION DATA:

ALL METAL SHEATHED HEATING ELEMENTS MUST BE PROTECTED BY FAULT CIRCUIT INTERRUPTING BREAKERS AND/OR FAST ACTING FUSES (BUSS SERIES KTS-R, KTK, JKS OR GOULD-SHAWMUT SERIES ATM, A6K, A2K, A4J) SIZED AS CLOSE AS POSSIBLE TO THE AMPS SHOWN ON THE DATA PLATE. FAILURE TO COMPLY COULD RESULT IN ELECTROCUTION, BUILDING FIRE OR EQUIPMENT DAMAGE

44617

P.O. BOX 4973, JOHNSON CITY, TN 37602-4973  
<http://www.tpincorp.com>

DATE CODE LABEL  
LOCATION

**NOTE:** If you have any of these model numbers and the date code falls within the ranges shown below, then the product has potentially defective elements and is subject to the conditions of this recall program.

## DATE CODE LABEL

01-243

THRU

01-365

OR

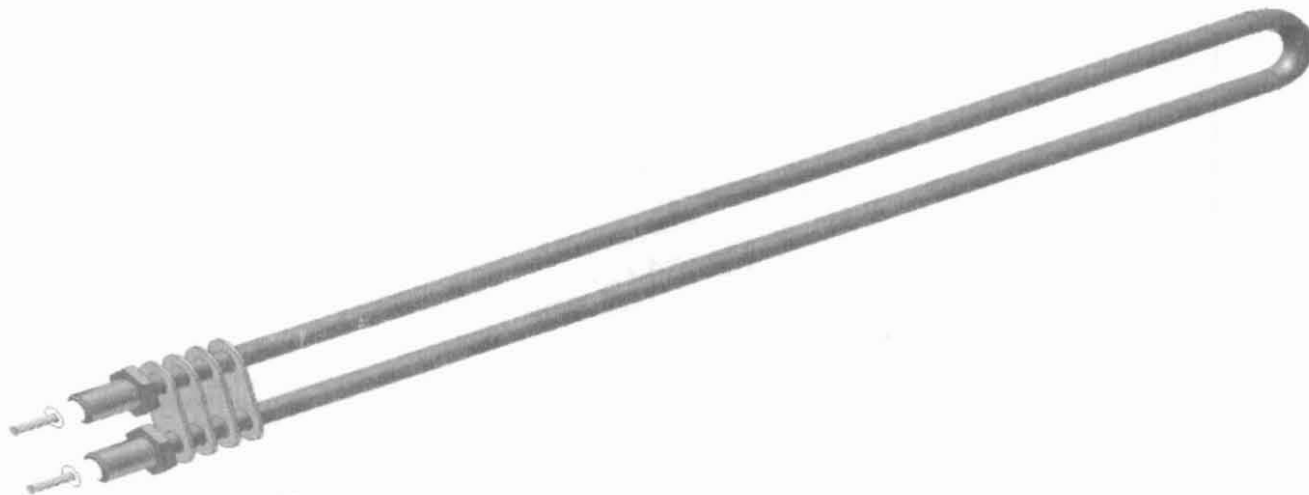
11-003

THRU

11-109



**“U” – ROD ELEMENTS  
LOOSE OR CURRENTLY INSTALLED IN HEATERS**



**“ARCTIC FINS”  
QUANTITY OF (4)**

**NOTE:** If you have any elements as shown above with the “Arctic Fins”, whether loose or in a currently installed heater, then the product has potentially defective elements and is subject to the conditions of this recall program.