



Enhancing everyday living

PRODUCT RECALL IN CANADA

October 2014

To our valued clients:

The following is to inform you that Giant Factories Inc. is conducting a voluntary recall of some of its atmospherically vented gas fired water heaters, both propane and natural gas, that were manufactured in Canada between April 1, 2014 and July 18, 2014. The affected products, which are marketed under the Giant or Best Canadian brands, could have a small gap between the seat of the water holding tank and the combustion chamber. In extreme conditions, this may affect the integrity of the sealed combustion chamber, which in turn may prevent the flame arrestor plate from operating as designed, should there be a spill and/or inadequate use of flammable gas and/or vapor in the vicinity of the water heater. In such case, there is an increased risk of fire and/or explosion.

To date, Giant has not received any report of incident related to the use of any of the water heaters targeted by this voluntary product recall.

We wish to remind you that, although all of our residential gas fired products are designed to be FVIR compliant (ANSI Standard Z21.10.1-2001/CSA 4), flammable liquids and/or vapors should never be stored or used in the vicinity of the water heater or any other appliance.

The products targeted by this voluntary product recall notice are atmospherically vented gas fired (natural gas or propane) water heaters of 30, 40, 50, and 60 gallon sizes, that were sold between April and September 2014. Approximately 7,000 units have been sold in Canada. Furthermore, our analysis indicates that less than 1% of all units manufactured during the indicated period may be affected by this defect. These units are white in color and have a red Giant or Best decal logo affixed on the front upper portion of the outer casing. Their model numbers begin with the following prefixes:

- | | | | |
|--------------------|--------------------|------------------|-------------------|
| • GG30-27M F-P.. | • GG50-9-38LF-N... | • UG40-36LF-N... | • UG50-40LFD-N... |
| • GG30-30M F-N... | • GG60-47M F-N... | • UG40-38LF-N... | • UG60-42M F-P.. |
| • GG40-32LF-P.. | • UG30-27M F-P.. | • UG50-36LF-P.. | • UG60-47M F-P.. |
| • GG40-34LF-N... | • UG30-30M F-N... | • UG50-38LF-N... | • UG60-47M F-N... |
| • GG40-9-34LF-N... | • UG40-32LF-P.. | • UG50-38LF-C... | • UG60-47M F-C... |
| • GG50-38LF-N... | • UG40-34LF-N... | • UG50-40LF-N... | • UG60-52M F-N... |

We ask that Giant's clients immediately remove all water heaters targeted by this voluntary recall from their inventory (for sale or lease) and communicate with Giant for the inspection of these units. Following such inspection, repair and/or replacement, free of charge, of defective water heaters will be performed. We kindly request that such verification be performed no later than November 10th, 2014.

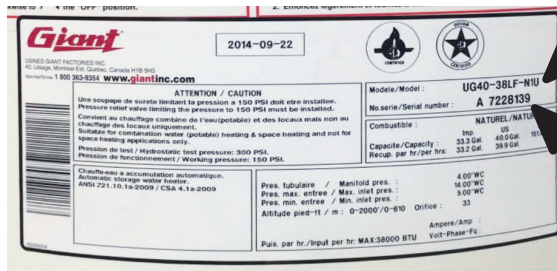
Giant's clients should verify the rating plate which is fixed in proximity of the gas valve (see the following images on page 2) of the water heater(s) in their possession to determine if their model number and serial number match any of the numbers listed on page 3 and 4. If the rating plate is not accessible because the water heater is still in its packaging, please verify the serial number indicated on the packaging label and cross-reference it with the serial numbers listed on page 3 and 4. Should any appliance in your inventory be affected by the actual product recall, please contact Giant's Customer Service Manager at: 1-800-363-9354.

Furthermore, we kindly request that you initiate direct communications with your own customers which have purchased or rented water heaters that are targeted by this voluntary product recall, in order to ensure that an inspection, repair, and/or replacement be performed, free of charge, as quickly as possible. We invite you to contact Giant's Customer Service Manager at: 1-800-363-9354, so that we can schedule the said inspections through your company or directly with the identified customers.

At this time, we anticipate that Health Canada may conduct a follow-up to this voluntary product recall to ensure compliance.

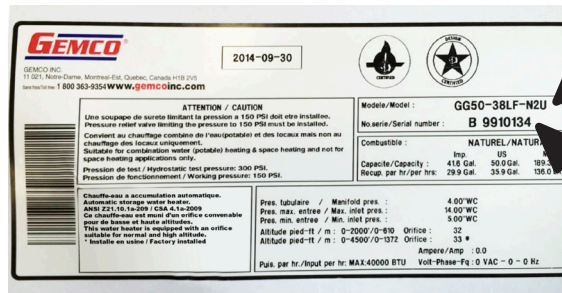


RATING PLATE



MODEL NUMBER

SERIAL NUMBER



MODEL NUMBER

SERIAL NUMBER



PACKAGING LABEL



MODEL NUMBER

SERIAL NUMBER

List of model serial numbers aimed by this voluntary product recall - CANADA



GG30-27MF-P2U

From B 0158570 to B 0158581

GG30-30MF-N2U

From B 0156476 to B 0156477
B 0158582 B 0158611

GG40-32LF-P2U

De B 0157384 to B 0157387
B 0158690 B 0158697
B 0159605 B 0159608

GG40-34LF-N2U

From B 0157313 to B 0157376
B 0157957 B 0158156
B 0158301 B 0158313
B 0158770 B 0158947
B 0158949 B 0158969
B 0159267 B 0159326
B 0159505 B 0159604

GG40-9-34LF-N2U

From B 0158157 to B 0158300
B 0158314 B 0158315
B 0158698 B 0158757
B 0159610 B 0159647

GG50-38LF-N2U

From B 0157573 to B 0157620
B 0158530 B 0158569
B 0159433 B 0159466

GG50-9-38LF-N2U

B 0155615
From B 0157221 to B 0157260
B 0157621 B 0157660
B 0158507 B 0158529

GG60-47MF-N2U

From B 0157261 to B 0157262
B 0157269 B 0157274
B 0157301 B 0157312
B 0157565 B 0157572
B 0158316 B 0158331
B 0159485 B 0159504



UG30-27MF-P2U

From A 7054907 to A 7054908
A 7143168 A 7143191
A 7153377 A 7153410
A 7175671 A 7175699

UG30-30MF-N2U

From A 7054983 to A 7054984
A 7153417 A 7153428
A 7155363 A 7155368

UG30-30MF-N2U-GM

From A 7173395 to A 7173402

UG40-32LF-P1U

From A 7021133 to A 7021140
A 7135008 A 7135031
A 7136423 A 7136426
A 7143152 A 7143167

UG40-32LF-P2U

From A 7135004 to A 7135007
A 7136463 A 7136466
A 7159325 A 7159340
A 7169586 A 7169593

UG40-34LF-N1U

From A 6990333 to A 6990352
A 7108335 A 7108341
A 7108343 A 7108428
A 7139027 A 7139083
A 7140335 A 7140344

UG40-34LF-N2U

From A 7086409 to A 7086410
A 7100026 A 7100085
A 7100297 A 7100395
A 7101207
From A 7110242 to A 7110339
A 7136491 A 7136578
A 7136671 A 7136738
A 7141808 A 7141871
A 7155140 A 7155239
A 7168065 A 7168262

UG40-36LF-C2U

From A 7101171 to A 7101206
A 7136467 A 7136490

UG40-38LF-N1U

From A 7021258 to A 7021294
A 7021300
From A 7021303 to A 7021360
A 7075950 A 7075997
A 7106676 A 7106693
A 7106698 A 7106701
A 7106703
From A 7106705 to A 7106775
A 7129172 A 7129249
A 7138944 A 7139023
A 7154862 A 7155138
A 7155240 A 7155262
A 7165058 A 7165133
A 7165135 A 7165155
A 7166561 A 7166616
A 7182286 A 7182294
A 7182296 A 7182334
A 7182336 A 7182386
A 7182388 A 7182464
A 7182466 A 7182480
A 7184067
From A 7184079 to A 7184109
A 7185365

UG40-38LF-N1U-DE

From 11417489 to 011417490
041420400 041420402
041420404
From 041420406 to 041420411
041420413 041420428
041420430 041420444
041420446 041420458
041420464 041420474
041420476 041420485
041420651 041420665
051421693 051421705
051421714 051421729
051421735
051421737
051421743
051421745
From 051421748 to 051421753
051421755 051421773
051421911 051421927
051421929 051421955
051421957 051421968
051421970
051421979
From 051421982 to 051421990
071422635 071422654
071422656 071422676
071422678 071422703
071422706 071422709

UG40-38LF-N1U-GM

A 7089121
From A 7108554 to A 7108601
A 7136427 A 7136458
A 7136460 A 7136461
A 7136740 A 7136767
A 7166617 A 7166664
A 7183973 A 7183996

**UG40-38LF-N1U-KU**

From A 7108530 to A 7108553
A 7126679 A 7126695
A 7126698 A 7126702
A 7136768 A 7136807
A 7140345 A 7140346

UG50-36LF-P1U

From A 7159658 to A 7159669

UG50-38LF-C2U

From A 7118897 to A 7118916

UG50-38LF-N1U

From A 7096344 to A 7096543

UG50-38LF-N2U

From A 7054724 to A 7054726
A 7118917 A 7118961
A 7122705 A 7122752
A 7151967 A 7151995
A 7151997 A 7152021
A 7152023 A 7152046
A 7158306 A 7158344
A 7164682 A 7164756

UG50-40LFD-N1U

A 7092683
From A 7100090 to A 7100092
A 7148148 A 7148151
A 7151757 A 7151760
A 7182186 A 7182187

UG50-40LF-N1U

From A 7091223 to A 7091393
A 7096243 A 7096257
A 7096259 A 7096342
A 7096697
From A 7133358 to A 7133481
A 7133487 A 7133562
A 7145022 A 7145072
A 7145074 A 7145185
A 7145187 A 7145217
A 7145219 A 7145221
A 7148105 A 7148134
A 7150172 A 7150308
A 7150310 A 7150321
A 7150323 A 7150384
A 7162411 A 7162444
A 7171595 A 7171794
A 7173794 A 7173890

UG50-40LF-N1U-DE

021419144
031420149
From 031420151 to 031420170
041420184
From 041420487 to 041420517
041420519 041420586
041421141 041421186
051421188 051421196
051421198 051421207
061422091 061422110
061422171 061422190
061422291 061422329
061422430
From 061422434 to 061422437
061422439
From 061422444 à 061422456
061422459 061422467
061422469 061422472
061422474
From 061422477 to 061422481
061422483 061422494
061422496 061422501
061422503 061422530
071422955 071422960
071422962 071422964
071422966 071422967
071422969 071422984
071422986 071422990
071422992
From 071423207 to 071423209
071423226
From 071423228 to 071423229
071423231 071423232
071423234 071423237
071423239

UG50-40LF-N1U-GM

From A 7120442 to A 7120461
A 7161420 A 7161455

UG50-40LF-N1U-KU

A 7089041
From A 7096544 to A 7096583
A 7120418 A 7120441
A 7147584 A 7147643
A 7150042 A 7150121
A 7161396 A 7161419
A 7173335 A 7173394
A 7181134 A 7181172

UG60-47MF-C2U

A 7135003
A 7178226
From A 7178749 to A 7178750

UG60-47MF-N2U

From A 7096187 to A 7096194
A 7096196
From A 7096198 to A 7096226
A 7096241 A 7096242
A 7144950 A 7144973

UG60-47MF-P2U

A 7100086 to A 7100089

UG60-52MF-N2U

From A 7096127 to A 7096186
A 7115695 A 7115734
A 7128097 A 7128156
A 7144975 A 7145021
A 7165054 A 7165057
A 7178751 A 7178770

UG60-52MF-N2U-GM

From A 7098611 to A 7098626
A 7115607 A 7115614
A 7144942 A 7144949
A 7165038 A 7165053



Enhancing everyday living

© 2014 Giant Factories Inc. Printed in Canada

40 Lesage Avenue, Montreal-East (Quebec) H1B 5H3 CANADA
Telephone: (514) 645-8893 Toll free: 1 (800) 363-9354
General fax: (514) 640-0969 Customer - Service fax: (514) 645-8413

giantinc.com

GI-Recall001En-1014