



Enhancing everyday living

PRODUCT RECALL IN U.S.A.

February 2015

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 brand, 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, and 50 gallon sizes, that were sold between April and September 2014. 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 decal logo affixed on the front upper portion of the outer casing. Their model numbers begin with the following prefixes:

- UG30-30MF-N...
- UG40-32LF-P..
- UG40-38LF-N...
- UG50-36LF-P..
- UG50-40LF-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 2. 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 2. 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 CPSC may conduct a follow-up to this voluntary product recall to ensure compliance.

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



UG30-30MF-N2U-US
A7093000
From A7176930 to A7176932

UG40-32LF-P1U-US
A7096237
From A7182284 to A7182285

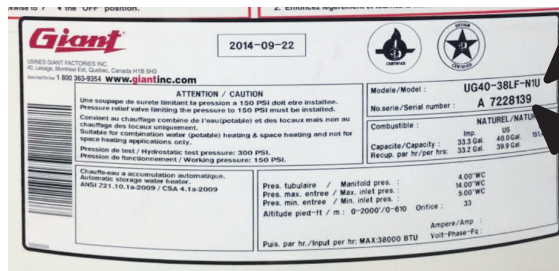
UG50-36LF-P1U-US
A7120387

UG40-38LF-N1U-US
From A7125009 to A7125069
A7129350 A7129373
A7136418 A7136422
A7170513 A7170522
A7170524 A7170527
A7177431
From A7182196 to A7182283

UG50-40LF-N1U-US
From A7120400 to A7120417
A7121718 A7121722
A7147644 A7147651
A7181128 A7181133



RATING PLATE



MODEL NUMBER

SERIAL NUMBER



PACKAGING LABEL



MODEL NUMBER

SERIAL NUMBER



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