

IMPORTANT INFORMATION BULLETIN

MEMO: To our customers, distributors and retailers
DATE: September 10th, 2021
FROM: Andre Masse – Senior Product Manager
SUBJECT: Recall-regarding the Intelli-Vent Gen II gas valve, model 37H73A-301 (natural gas) and 37H74A-301 (propane) from Emerson (White-Rogers)

Dear customer,

This bulletin is to inform you of a pending recall related to a manufacturing defect detected on certain Intelli-Vent gas valves, model 37H73A-301 (natural gas) and 37H74A-301 (propane), manufactured by Emerson (White Rogers).

Some of these Emerson gas valves were installed on our gas water heaters manufactured between June 4th, 2018 and July 17th, 2020. The affected gas valves were manufactured between May 21st, 2018 and September 30th, 2018 and have a date code between 1821 and 1839 inclusively.

A small percentage of the affected gas valves use a non-conformant screw and bracket which, in certain instances, prevent the valve from closing appropriately. This may lead to soot accumulation on the burner of the water heater, which can then pose a risk of the release of carbon monoxide above acceptable levels.

The Health Canada recall notice will be published shortly. Giant will send you a copy of the recall notice as soon as it is available; it will also be available on the Health Canada website: <https://healthycanadians.gc.ca/recall-alert-rappel-avis/hc-sc/2021/76399r-eng.php>

We invite you to follow the instructions detailed in the recall notice. The control valve will be replaced with a similar valve that uses a conformant screw and bracket by a certified technician. The water heater will not be replaced. Giant will assist you in the recall process.

Should you have any questions or concerns please do not hesitate to contact your local Giant representative.

Giant Factories is committed to the safety and integrity of our product.

Kind regards



André Massé
Senior Product Manager



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