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October 19, 2004

Mr Bob Granger  
Pitco Frialator  
10 Ferry Street  
Concord, NH 03301

**RE: Gas Control Valve Voluntary Product Safety Recall**

Dear Bob,

In previous communications we asked you to quarantine your existing inventory and stop shipment of product containing certain 7000 valves. We have now decided to voluntarily recall the population of 7000 Series models currently under quarantine.

The 7000 Series valves being recalled were manufactured between February 2003 and September 2004 and have production dates beginning with code 0306 and ending with 0436.

We have determined that some 7000 Series valves did not perform as designed. These valves could permit gas to flow when pilot lights go out, posing a risk of gas explosion and fire which could potentially result in severe personal injury and/or property damage.

Model numbers 7010 and above are not included in the recall. Model numbers, which include the letters "D" or "GV," also are not included in the recall. Finally, model numbers, which include the letters "MV" are not included except for those "MV" models, which also include the letters "LP" and model numbers 7000AMV; 7000BMV; 7000BMV-S7CL; 7000MVLC; 7000MVRCLC.

The 7000 Series Gas Valves that are being recalled are installed in gas appliances including: residential space heaters, wall heaters, boilers, fire places, pool heaters, infrared heaters and furnaces, and commercial heating applications such as commercial cooking appliances, fryers, commercial water heaters and poultry brooders.

**7000 Voluntary Recall Process**

We know you share our concern for the well-being of those who work with or near the appliances in which these valves are installed. It is, therefore, very important that you immediately return any of the recalled 7000 units or components that you have in your possession to us.

Additional steps you need to take include:

Review your sales and/or repair records to identify the location of the replacement or repair that may have installed any of the recalled 7000 Series valves or components;

- (1) Advise those customers of the voluntary recall;
- (2) Convey the content of the enclosed Recall Safety Notice; and
- (3) Schedule a service call to repair or, if necessary, replace the recalled valve.

The accompanying Recall Safety Notice provides important details that are also available on the Internet at: [www.robertshaw.com](http://www.robertshaw.com). Robertshaw will provide free repair or replacement of affected valves. You or your customer can register for the voluntary recall online or by phone at 1(800) 232-9389.

We are sending replacement 7000 valves and components to customers as rapidly as possible. Please note that All 7000 Series replacement valves are marked on the valve body with (1) a black letter in a circle near the magnet and (2) a green stripe on the inlet of the valve. In addition, the replacement magnet assemblies are marked on the housing with a black letter in a circle. Finally, the heads of the magnet assemblies for the 7000 standard and 7000 HC have a green stripe which will remain visible once the new magnet is installed.

Attached is a list of shipments to your company since February 2003 of the affected valves.

We sincerely appreciate your cooperation and your efforts. Safety is our number one priority. If you have any questions about any of the information or any of the process described here, please call our voluntary recall hotline at 1(800) 232-9389 or go to the voluntary recall website, [www.robertshaw.com](http://www.robertshaw.com), for information.

Sincerely,



Rick Johnson  
Quality and Project Management

Attachments:

7000 Recall Safety Notice  
List of Shipments of Recalled Valves since February 2003