To our electrical contractor installers

September 6, 2011

Subject: Recall notice

This notice is to advise you that an anomaly has been observed regarding the production of our STE402 and STE403 thermostats manufactured in August 2011 only. The anomaly could produce a bit of smoke or a sooty deposit and render the unit unusable.

You must immediately stop installing the products listed on the enclosed document and return your inventory to your local supplier or directly to us by following the instructions below. Moreover, we ask that where possible, you contact your customers and ask them to shut down the devices affected by this notice.

As a precaution, you must also replace thermostats manufactured in August 2011 that you've installed since August 12, 2011.

To return uninstalled thermostats to our warehouses, you must get a return authorization (RMA) from Customer Service at 1-800-363-3414 (phone), 450-441-9145 (fax) or rma@stelpro.com. You'll receive a free replacement thermostat free of charge upon reception of your request.

Once affected thermostats have been replaced, you must complete the attached form, sign it and provide information about the person residing at the location the replacement was made. Then, you need to obtain a return authorization (RMA) from Customer Service at 1-800-363-3414 (phone), 450 441-9145 (fax) or rma@stelpro.com. This document must be returned to Stelpro along with the thermostats. Exceptionally, as a compensatory measure for your labour and travel, Stelpro will replace the thermostats you return with two thermostats free of charge. So, after we receive the thermostats and signed form, Stelpro will send you twice the number of thermostats.

Should you not be able to replace the thermostats, provide us with a list of the affected facilities and we'll contact your customers directly to make the necessary arrangements. You can also refer customers directly to our Customer Service department or our website, under Warnings/Safety section at www.stelpro.com.

To identify these products in your inventory and among those already installed, please refer to the attached photos of the packaging of each of the affected products. We've also included a procedure to follow to view the manufacturing date on the screen of an activated thermostat (see below).

For further information, please contact your Stelpro representative or our technical support department at 450-441-6265 or 1-866-628-5776. More details will be available on our website in the coming days.

Thank you for your cooperation and understanding. We apologize for any inconvenience this may cause you.

The Management
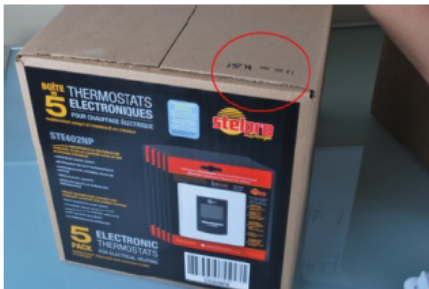
Affected products and production codes:

STE402NPW :

On the 5-unit bulk packaging:
Production code stamped on the 5-unit bulk packaging from 01/08/11 to 31/08/11 (See photo).

For packaged products:
No production code is visible on the outside of the packaging. Ask your Stelpro representative for assistance or simply remove the product from its package to read the code engraved in the plastic (See the photo of the code on the plastic below).

STE402NPW24 et STE403NPW24 :

On the 24-unit bulk packaging:

Production code stamped on the 24-unit bulk packaging from 01/08/11 to 31/08/11 (See photo).

On the product (white box):

There is no production code visible on the white box. Ask your Stelpro representative for assistance or simply remove the product from its package to read the code engraved in the plastic (See the photo of the code on the plastic below).
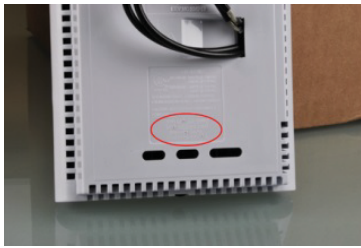
To see the code directly on the product (plastic):

On the back of the product:

Read the numbers as follows:

Line 1: 1
Line 2: 1
Line 3: 0
Line 4: 8
Result: 1108 = 2011-08 (August 2011)

To view the manufacturing date on a thermostat's screen:

1. Set the STE402NP to Day mode (sun icon displayed).
2. Press on the 2 buttons for more than 3 seconds.
3. The manufacturing date will be displayed in YMM format, e.g. 108 = August 2011, 012 = December 2010.