



July, 2017

As part of Elkay’s standard product audit process, we discovered a small number of broken screws which are used to secure the grounding wire to the power cord and the solenoid grounding wire in certain Elkay coolers and bottle fillers. We have isolated the issue to one batch of screws produced between May 2 and June 22, 2017. Working with the screw manufacturer, we have determined that the screws may have experienced a metallurgical condition called hydrogen embrittlement, which could cause the screws to break. If a screw were to break from this condition, it is most likely to occur shortly after the screws have been installed into the unit. In the event that a screw securing the ground wire breaks, the grounding wire may come loose, and the unit will no longer be grounded. Although unlikely, if a unit is not grounded and a separate, unforeseen issues arises with the electrical components, this could cause the circuit to short possibly posing a shock hazard.

To date we have had zero reported instances of a grounding wire coming loose in the field in either installed or uninstalled units and zero reported instances of any unit with these screws resulting in a shock. We remain confident that the risk of any failure is extremely small and have had **NO reported shock incidents** with these units. We have proactively contacted the Consumer Product Safety Commission of a potential issue with these units and will be working to recover the affected units to replace the screws.

Elkay will be replacing all of the grounding wire screws on units with serial #s listed in the attached spreadsheet which have been shipped to your firm.

Impacted units will have Serial #s: 170419325 thru 170634335	MORE SPECIFIC SERIAL # RANGES: 170419325 - 170438401 170510020 - 170542587 170610000 - 170634335
Impacted Products Include the following Model Numbers:	
<ul style="list-style-type: none"> • Coolers Models that begin with: <ul style="list-style-type: none"> ▪ EZ, LZ, HTVZ ▪ HAC, EMA, HVR, LVR, ▪ EHFSA, WC*A, HBW*A, WCA, OHF character(s) ▪ (L)EFA, (L)EWA, (L)EWCA, (L)FD ▪ SCWT, WM, SW, S series ▪ VRCHD*8, HVR8HD 	* = alpha/numeric
<ul style="list-style-type: none"> • Next Gen Cooler Models - LZS8WSLP, LZS8WSSP, LZSTL8WSLP, LZSTL8WSSP • All “Hands-Free” models 	
Units will have been manufactured and shipped between May 2, 2017, and June 22, 2017.	

In addition to the attached spreadsheet listing model numbers that may have been shipped to you, we have also attached a document describing how to locate Serial Numbers on the carton and on the unit itself.

Elkay is asking for your help coordinating these repairs.

- **For PRODUCT STILL IN INVENTORY:**
Please identify the inventory you have on hand with the serial numbers listed above.
2222 Camden Court, Oak Brook, IL 60523 | (630) 574-8484 | elkay.com

Call Elkay at 866-243-3070 to advise us of the Models and Serial Numbers, so that we can work with you to identify the best means of achieving the necessary screw replacements.

IMPORTANT: Please do not send any of the coolers or bottle fillers with the above serial numbers on to your customers.

Call center open **7:00AM-5:00PM CST**

- **For PRODUCT ALREADY SHIPPED TO CUSTOMER:
(regardless of whether it is already installed or not yet installed)**

If you've received coolers and bottle fillers from Elkay since May 2, and have shipped product to customers, please provide Elkay with the customer contact information from your records, including:

- Serial # of unit purchased (if available)
- Model #
- Contact Name
- Organization Name
- Ship To Address
- Phone Number
- Email address

Please email this customer information to the following email box: RepairJune17@elkay.com. Elkay will contact the customer, and help them to determine if they have received product in the above date code range, and advise them that we are replacing the screws in their unit. We will work with them directly to identify the best means of achieving the necessary screw replacements.

While we believe the risk of injury is low, it is important that you follow the instructions outlined herein so we can immediately repair the affected units. Thanks in advance for your assistance with this issue. Although these kinds of challenges are never easy, we are committed to offering only high quality and safe products. We appreciate your partnership in helping us address these repairs.

Sincerely,

Mark Whittington
Executive Vice President
Plumbing Traditional Sales
and Operations

Ted Hamilton
Executive Vice President
Plumbing Marketing
and Business Development