



## **SF14TA Recall Notice - Frequently asked Questions**

**Q. What is the recall for? What is the problem with the unit?**

**A.** A limited production date range of the SF14TA Bathroom Heater Fan is being recalled. The safety cut-offs may not operate, allowing the heater to rapidly overheat potentially causing fire.

**Q. How do I know if my unit qualifies for this recall?**

**A.** The units in question are easily identified by a 6-digit date code affixed to all units on the label located on the bottom or side of the unit.

**Q. Which date codes are affected for this recall?**

**A.** If the date code ends with a '5' or '6' (the last number/digit only) the unit is affected by this recall action. Examples: 051115, 081115, 111116, 121116.

**Q. Should I continue to use my heater?**

**A.** No, please discontinue use of the product immediately.

**Q. Where do I return the unit?**

**A.** Do not return the unit to your retailer or Seabreeze. First, follow the contact procedures below and the company will provide information on proceeding in the claim process upon verifying your unit qualifies for this recall action.

**Q. Will my unit be replaced, or will I receive compensation?**

**A.** We will not be offering replacement units in this action. The Company will offer a refund program upon confirmation of date code, and disposition / disposal of the product.

**Q. I've checked and my heater date code ends with a 5 (or 6). What are my next steps?**

**A.** If you've confirmed your date code ends in a 5 (or 6) please **send us an email** at [SF14TA@seabreeze.ca](mailto:SF14TA@seabreeze.ca). To help expedite the claim process please include a picture of the model and date code label. If you have multiple units, please include pictures from each unit to verify. Also include your full mailing address and contact information.

**Note:** Upon verifying your unit (s) are affected, we will respond with final instructions on disposal of the unit and confirm your inclusion in our refund program.