



### **IMPORTANT PRODUCT SAFETY NOTICE**

Dear Bryant Customer:

Our records show that you purchased an Evolution® Extreme® heat pump which was manufactured between 2011 and October 2014.

Model Number:

Serial Number:

In some instances, an electrical component in the inverter of these heat pumps may overheat causing an internal plastic cover to melt and/or the external sheet metal surface of the heat pump unit to become hot to the touch. **In some cases, the temperature of a certain area of the external sheet metal (see Attachment A with a picture of the unit) may be high enough to cause burns or ignite flammable material that comes in direct contact. No incidents causing injury or fire have been reported.**

To eliminate these potential safety risks, Bryant Heating and Cooling, in cooperation with the U.S. Consumer Product Safety Commission and Health Canada, initiated a recall in May 2017 of select heat pumps. The objective of this recall is to replace a circuit board supplied to Bryant by Emerson, which is located in the inverter.

Please contact your local Bryant dealer to schedule a technician to come to your home and complete the service at no cost to you. You can use the dealer locator on [www.bryant.com](http://www.bryant.com) or call 1-844-864-8233 for assistance locating a Bryant dealer in your area.

**All heat pump units in the recalled serial number ranges that are still in service are required to be retrofitted.** While we realize the inconvenience this may cause, Bryant is initiating this rework to protect all consumers.

Bryant is committed to ensuring the safety and well-being of our customers and consumers of our products. Bryant continually monitors and evaluates the performance of its products in order to ensure its customers are experiencing the quality and safety they expect from a Bryant product. When any situation or condition arises that affects the safe operation of Bryant equipment, immediate action is taken.

Regards,

Ron Butcher

Product Safety Officer

## ATTACHMENT A



Control box cover may become  
hot to the touch