



*****IMPORTANT SAFETY NOTICE*****

August 2015

Dear Valued Customer,

Based on our records, a Trane or American Standard accessory heater may have been recently installed in your home as a primary or secondary heat source to your heating and cooling system. The accessory heater was installed inside your TAM7 and TAM8 air handlers. In certain situations, there is a potential for the accessory heater to overheat. There are two potentially affected model numbers: (1) model BAYEVBC15BK1BAA (15 KW electric heater) with serial numbers 1447B2BP1X through 1512B2CDDX, and (2) model BAYEVCC25BK1BAA (25 KW electric heater) with serial numbers 1503B2AP0X through 1513B2BHXX. These numbers can only be found inside the air handler. **Due to the potential electrical risk, please do not attempt to open or inspect the air handler yourself.**

In cooperation with the U.S. Consumer Product Safety Commission (CPSC), we are recalling these units. We believe you may have one of the potentially affected model numbers, which can be inspected and confirmed by a licensed HVAC dealer. Please contact your installing Trane or American Standard independent dealer to schedule an inspection and, if necessary, a replacement. There will be no cost to you for the inspection or any necessary replacement.

In the meantime, please immediately stop using the heater by switching off the heating function at your thermostat. For example, switch your system to cooling mode or off through your thermostat settings. It is still safe for you to use the air conditioning or cooling function of your system.

If you have any questions, you may contact Trane and American Standard directly, toll-free at (844) 866-8429 from 8:00 a.m. to 5:00 p.m. CT, Monday through Friday. You may also visit the Trane and American Standard websites for more information on the technical nature of the issue:

www.trane.com/residential/accessoryheaterrecall
www.americanstandardair.com/accessoryheaterrecall

Thank you for trusting Trane and American Standard, and we apologize for any inconvenience.

Sincerely,

Matt Orcutt
Director, Customer Experience
Trane and American Standard Heating and Cooling