

Immersion Heater – Customer Service Q&A

1. Question: I recently heard/saw that you are conducting a voluntary recall. Which product is involved? How do I know if I have one?

Answer: The product is the Ritchie Immersion Heater, which was manufactured by Springfield Wire and sold by Ritchie distributors from February 2007 through November 2008. The affected model numbers are **17863** (120v/250w), **17939** (240v/250w or 240v/325w), and **17940** (240v/325w). The model number is printed after the letters "SWI" on the reverse side of the product from the yellow sticker that reads "Ritchie Specialty Products."

2. Question: What type of heater is this?

Answer: The immersion heater is intended to be submerged in a cattle trough to keep the water from freezing.

3. Question: How much did it cost?

Answer: The selling price was about \$60 to \$70.

4. Question: Why is the heater being voluntarily recalled?

Answer: The manufacturer, Springfield Wire, is voluntarily recalling the immersion heater in cooperation with the U.S. Consumer Product Safety Commission because the heater's outer cover can crack and expose the heating element to water, posing a potential shock hazard.

5. Question: Have any injuries been reported?

Answer: No.

6. Question: Have any incidents been reported?

Answer: Springfield Wire has received 44 reports of covers cracking. No injuries have been reported.

7. Question: How did you find out about this issue?

Answer: The manufacturer, Springfield Wire, has received 44 reports that the cover of an immersion heater cracked. These cracks can expose the heating element to water, posing a shock hazard. No injuries have been reported. Springfield Wire is voluntarily recalling the immersion heater in cooperation with the U.S. Consumer Product Safety Commission.

8. Question: Don't you test all your products for safety?

Answer: Yes. The Ritchie Immersion Heater manufactured by Springfield Wire was safety tested and was also certified by CSA.

9. Question: I have purchased other items from Ritchie in the past. How can I be sure that they are safe?

Answer: The safety and welfare of our customers is our highest priority. Our products are safety tested prior to being released for sale.

10. Question: Will you be supplying a replacement if I give my product back?

Answer: Yes. Please return your immersion heater to the place of purchase, where you will receive a free replacement immersion heater.

11. Question: How much will it cost me to send this back and get a replacement?

Answer: Nothing. The dealer where you purchased the immersion heater will give you a free replacement immersion heater in exchange for the recalled immersion heater.

12. Question: The dealer where I purchased the unit is no longer in business. How can I arrange for the return and replacement?

Answer: If the dealer is unavailable, please call Ritchie's Toll free # 800-747-0222, and they will arrange for the return and replacement.

Note: on the phone call, Ritchie will provide either their own address, or a specific local distributor address for the consumer to return the heater.

13. Question: I like the heater. Can I keep it?

Answer: No. We strongly recommend that you discontinue use of the immersion heater and return it for a replacement immersion heater.

14. Question: Will Ritchie offer me a discount for keeping the heater because it is considered defective?

Answer: No. We strongly recommend that you discontinue use of the immersion heater and return it for a replacement immersion heater. No discounts will be offered for keeping the product.

15. Question: Is the government requiring that this product be recalled?

Answer: No. The manufacturer, Springfield Wire, is voluntarily recalling this product for the safety of Ritchie's customers, in cooperation with the U.S. Consumer Product Safety Commission.

16. Question: Why is a heater potentially dangerous?

Answer: The cracked cover could allow the heating element to become exposed to the water, posing a shock hazard if the heater is not grounded properly.

17. Question: My immersion heater is grounded properly. Can I keep using it?

Answer: No. We strongly recommend that you discontinue use of the immersion heater and return it for a replacement heater.

18. Question: I threw away (or gave away) my immersion heater. Am I still entitled to the replacement?

Answer: A replacement may only be issued after you return the product to the place of purchase.

DEALER/DISTRIBUTOR SPECIFIC QUESTIONS:

19. Question: How should we handle recalled heaters?

Answer:

1-Record the customer name & address.

2-Give the customer a Farm Innovators heater in exchange for the returned/recalled heater.

3-Collect the recalled heaters to be returned to Ritchie. Contact Ritchie for a Return Authorization # and shipping instructions. (Note that it would be appreciated if you could ship us at least 5 or more collected heaters at a time to control shipping costs.)

20. Question: Where will we get the replacement stock heaters, and are they free-of-charge?

Answer: Ritchie will provide you with a Farm Innovators replacement heater free of charge for each recalled heater that we receive from you.