



John Wood

SAFETY RECALL

June 2, 2015

Subject: John Wood Oil-Fired Residential Water Heaters, Model Nos. JW517 (50 gallon) & JW717 (70 gallon) (in serial number ranges described below)

Dear Valued John Wood Customer:

We recently discovered that certain John Wood brand JW517 and JW717 Oil-Fired Model Water Heaters may have been shipped with a combustion chamber sitting slightly further back from the water heater jacket than designed or an inverted radiation shield. This poses an increased risk of fire. In cooperation with the U.S. Consumer Product Safety Commission we are conducting a voluntary recall of these units. We request your immediate attention to locate these units and address this issue.

Units Impacted By The Notice: The following water heaters are affected:

Model Number	Size	Serial Numbers
JW717	70 gallon	1421M001517 to 1436M000040
JW517	50 gallon	1349A021678 to 1503A016643

Only oil-fired water heaters are impacted by this Notice.

The model number and serial number information can be found on the unit's rating plate. A water heater photograph showing the location of the rating plate is attached.

The Issue: The "insertion depth" (the distance from the outer jacket to the interior combustion chamber) on the affected water heaters may in some instances be longer than the 7-8 inch tolerance. In addition, a subset of the affected JW517 units may have inverted radiation shields. Any unit with either an inverted radiation shield or an insertion depth shorter than seven inches or longer than eight inches should be inspected to determine if it should be retrofitted or replaced.



Insertion depth in this example is 8.7”.

What To Do:

1. Call us at: **1-866-880-4661** to confirm whether your fifty or seventy gallon oil fired water heater is subject to this recall. If it is, we will advise you based on the serial number you provide whether your water heater will need to be replaced at no cost or inspected in your home by a qualified service technician.

We Offer To:

- Provide you with a free replacement water heater for each unit with an inverted radiation shield: model JW517, serial range 1349A021678 to 1429A013935.
- For all other units subject to this recall, we will dispatch a service agent to make an on-site inspection of your water heater. If it needs to be replaced, we will provide you with a replacement water heater free of charge.

We thank you for your help in this matter and sincerely apologize for any inconvenience this may cause.

SEE PHOTOS BELOW FOR INFORMATION ON LOCATING MODEL AND SERIAL NUMBER INFORMATION.

JW717

JW517



RATING PLATE



Model Number

SERIAL NUMBER



Model Number

SERIAL NUMBER