



⚠️ Product Safety Notice – Model 800 Series Steam Humidifier ⚠️

To: HVAC Contractors
Date: September 27, 2022
Subject: Product Safety Notice – AprilAire 800 Series Steam Humidifier Electrode Wire Replacement / \$50 Incentive

Dear AprilAire Partner:

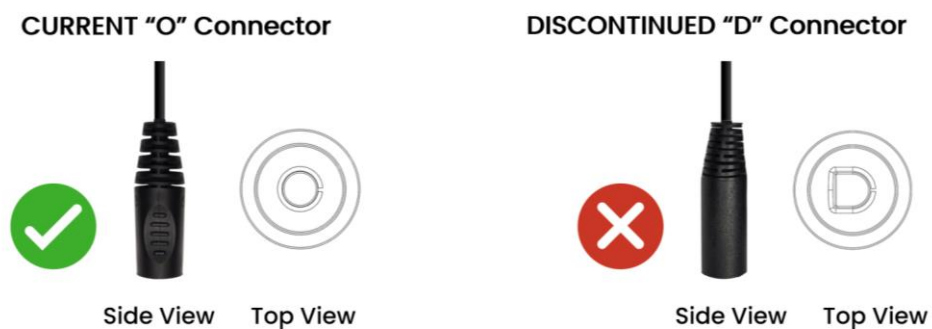
We have recently become aware of a potential safety issue if maintenance instructions are not followed on AprilAire 800 Series Steam Humidifiers.

To properly maintain this unit, follow the full [maintenance instructions](#) or [video](#) instructions for AprilAire 800 Series Steam Humidifiers, including:

- Replace the steam canister annually (part #80 & #80LC).
- Check the electrode wires annually. Replace the electrode wires if the connections are loose, damaged, or have been in service for 3 or more years (part #4978).

If the electrode wires of these units are not replaced as recommended, they could potentially cause a safety issue.

In steam humidifiers produced from 2010-2015, the electrode wires used a D-shaped connector that could become loose over time, causing poor electrical conductivity within the canister. This could, in turn, potentially lead to a thermal event rendering the unit inoperable.



Addressing "D" Shape Electrode Wire Replacement

AprilAire is advising all contractors to notify their AprilAire 800 Series Steam Humidifier owners of annual maintenance requirements to ensure safe operation and optimize performance.



During annual maintenance, contractors should remove from service any “D” shape electrode wires. In addition, replace any “O” shape electrode wires that are loose, damaged, or have been in service for 3 or more years.

\$50 INCENTIVE PROGRAM

Earn a US\$50 incentive from AprilAire for every pair of “D” shape electrode wires you replace with “O” shape connectors. Online incentive program submission must be received on or before December 31, 2022. Click [here](#) to submit your incentive submission and to review full incentive program terms and conditions.

INVENTORY SWAP OUT

Check your inventory of part #4978. [Link](#) to request FREE replacement of “D” shape electrode wire inventory with “O” electrode inventory.

For questions about this Notice, please contact your AprilAire Sales Representative or [Customer Support](#) or call (800) 334-6011 Monday through Friday, 7:00 a.m.-5:00 p.m. Central Standard Time.

We thank you for sharing our commitment to safety and apologize for any inconvenience this may cause.