

**Request Concerning Use of Bathroom Heater/Dryers
and Notice of Inspections and Parts Replacement**

With respect to certain models of bathroom heater/dryers manufactured by Rinnai Corporation between June 2001 and January 2009, it has been discovered that, on rare occasions, it is possible that the equipment could experience burnout. For this reason, Rinnai has decided to carry out inspections and parts replacement free of charge.

Rinnai takes this situation very seriously and sincerely apologizes for any inconvenience. We will also work hard to ensure that similar events do not recur in the future.

Due to inadequate consideration of the equipment's design, the fan motor (hereinafter "circulating fan motor"), which circulates hot air and the like in the bathroom, was positioned inside the ventilation passage. As a result, water can intrude inside the circulating fan motor, which could cause a short circuit in the motor's internal control board. It has been discovered that, on rare occasions, this may cause the circuit board to ignite, resulting in equipment burnout.

There have been three accidents that appear to be caused by this problem (Shizuoka Prefecture in January 2014, Aichi Prefecture in June 2016, and Tokyo in August 2017), which resulted in burnout of the equipment and contamination of surroundings. None of the accidents caused injuries to humans.

To ensure that the aforementioned equipment is used safely, Rinnai issued a press release today (February 28, 2018). On the following day (March 1), we will place advertisements in major newspapers, set up a toll-free phone number, and post a section on our website to make contact with customers. For customers in specified locations, we will make contact via direct mail or posting, and we will perform inspections and replace parts with those that do not allow water intrusion.

Until such parts are replaced, please refrain from using the equipment models listed below. We sincerely apologize for inconvenience caused the inspections and parts replacements, and thank customers for their understanding and cooperation.

Request to customers using the equipment concerned

We ask that you refrain from using the equipment's drying, cool air, and heating functions until inspections are completed. The following functions can be used.

- Ventilation function and constant ventilation function (Rinnai brand, Toho Gas brand)
- Ventilation function (Tokyo Gas brand)

1. Applicable models, manufacturing period, number of units

The following models manufactured by Rinnai apply in this case.

- Period of manufacture: June 2001 to January 2009

- Number of units: 33,147



External view of equipment concerned

Applicable models, remote control units, manufacturing period, number of units

Brand name	Model name	Remote control number	Manufacturing period	Number of units
Rinnai	HBD-3301ACSK-J2 RBH-C331K2SN	BHY-04E	August 2001 to March 2005	17,977
	HBD-3301ACSK-J2(B) RBH-C331K2SN(A)			
	HBD-3301ACSK-J3 RBH-C331K3SN			
	HBD-3301ACSK-J3(B) RBH-C331K3SN(A)			
	HBD-3301ACS RBH-C331SN	BHY-04A		
TOHO GAS	HBD-3301ACSK-J2	BHY-04F	August 2001 to January 2005	14,510
	HBD-3301ACSK-J2(B)			
	HBD-3301ACSK-J3			
	HBD-3301ACSK-J3(B)			
	HBD-3301ACS	BHY-04C		
	HBD-3302ACSK-2			
	HBD-3302ACSK-2(B)			
HBD-3302ACSK-3(B)				
TOKYO GAS	IBD-3301ACS	—	June 2001 to January 2009	660

2. Inquiries from customers

We will set up a dedicated toll-free number to receive inquiries about all of the products concerned (Rinnai Corporation brand, Toho Gas Co., Ltd. brand, and Tokyo Gas Co., Ltd. brand).

- (1) Toll-free number: 0120-113-531 (Bathroom Heater/Dryer Inspection Reception Center)
- (2) Reception start: February 28, 2018 (Wednesday)
- (3) Reception hours: 9:00–19:00 (including Saturdays/Sundays) until March 11, 2018 (Sunday); 9:00–17:00 (excluding Saturdays/Sundays and public holidays) from March 12, 2018 (Monday).



3. How to identify equipment concerned

Because it is difficult to confirm the model number of the main unit installed in the ceiling, please confirm the “Brand Mark” displayed on the remote control unit, and confirm the “Remote Control Number” of the remote control unit in case Rinnai brand and Toho Gas brand.

Brand name	Model name	Remote control number	Remote control displays	
Rinnai	HBD-3301ACSK-J2 RBH-C331K2SN	BHY-04E	<p>(Example: BHY-04E)</p> <p>Brand mark Remote control number</p>	
	HBD-3301ACSK-J2(B) RBH-C331K2SN(A)			
	HBD-3301ACSK-J3 RBH-C331K3SN			
	HBD-3301ACSK-J3(B) RBH-C331K3SN(A)			
	HBD-3301ACS RBH-C331SN			BHY-04A*
	HBD-3301ACSK-J2 RBH-C331K2SN			
	HBD-3301ACSK-J2(B) RBH-C331K2SN(A)			
TOHO GAS	HBD-3301ACSK-J2 RBH-C331K2SN	BHY-04F	<p>(Example: BHY-04F)</p> <p>Brand mark Remote control number</p>	
	HBD-3301ACSK-J2(B) RBH-C331K2SN(A)			
	HBD-3301ACSK-J3 RBH-C331K3SN			
	HBD-3301ACSK-J3(B) RBH-C331K3SN(A)			
	HBD-3301ACS RBH-C331SN			BHY-04C*
	HBD-3302ACSK-2 RBH-C332K2SN			
	HBD-3302ACSK-2(B) RBH-C332K2SN(A)			
HBD-3302ACSK-3(B) RBH-C332K3SN				

* The Rinnai brand remote control (BHY-04A) and Toho Gas brand remote control (BHY-04C) may be used for other equipment (not subject to inspections) as well.

The Tokyo Gas brand remote control displays the model name (IBD –3301ACS) under the brand mark, so please confirm the “Model Name.”

Brand name	Model name	Remote control number	Remote control displays
 TOKYO GAS	IBD-3301ACS	—	 <p>Brand mark, model name</p>

4. Details of inspection and parts replacement work

Because the circulating fan motor is positioned in the ventilation passage, water and the like may intrude into the equipment’s interior, which may cause burnout on extremely rare occasions. Therefore, in addition to checking the equipment’s operation, we will replace the parts with those that do not allow water intrusion, as a preventive measure. We estimate that the work will take around 3 hours.