



**Ultravation, Inc.**

Ultraviolet Technology

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Ultravation Customer

Subject: Electrical arcing potential 24 VAC products manufactured 2007- 9-1-2011  
\*\* Electrical fire potential\*\*

Dear customer,

Ultravation is sending notice to any customer that purchased our 24 volt ac power UVC products that were manufactured between 1-1-2007 and 9-1-2011.(UMX2412/17EZseries, UME/UMX2412/17 series.

These products have the potential to create an electrical arcing condition that without notice may lead to a fire hazard. To date this scenario has occurred in a small number of installations approximately 18 out of 23,000.

It has been our understanding thus far that the arcing issues have occurred for the following reasons:

- Product left running in the field with no service for over 6 years (resulting in overall breakdown of the lamp and quartz sealing mechanism and or excessive electrical draw from the lamp due to increased solorization and or weak filament) lamps are to be replaced every two years.
- Improper connection between lamp base and rubber boot (lamp connection is a rectangular pattern not a square, in at least one case the connector was not seated correctly either by a service tech or by a curious homeowner).
- Defective seal of the quartz sleeve surrounding the ultraviolet lamp (if the liquid tight seal is compromised on a new or replacement lamp moisture may condense and build up inside the quartz if the moisture level is great enough arcing may occur as the water will act as a conduit)

As we have done in the past Ultravation is offering a free ballast and lamp cord kit that will prevent any potential electrical arcing scenario from occurring. Please contact Ultravation to receive this free upgrade kit if you are unsure of the status of your product disconnect power and contact Ultravation or a licensed HVAC professional.

Regards,

Scott P Russell

President.  
Ultravation, Inc.