

## Product Notice for StoveTop FireStop Automatic Cooktop Fire Suppressors

November 6, 2018

To our StoveTop FireStop Customers:

WilliamsRDM regularly tests and monitors the performance of its products, including the StoveTop FireStop Rangehood (“STFS Rangehood”) and Microhood Automatic Cooktop Fire Suppressors. WilliamsRDM was made aware of a demonstration of a limited production run of STFS Rangehood product where those products did not perform as intended. After being made aware of this demonstration, WilliamsRDM immediately began investigating the potential issue.

Our investigation has identified that this potential issue may affect a limited number of STFS Rangehood and Microhood products that were made during the same timeframe as the product used in the demonstration. If you are receiving this letter, our records indicate you have received either STFS Rangehood and/or Microhood products that were produced in that limited production run. WilliamsRDM wants to replace these products, with new products, where the issue does not exist.

**To determine if your product qualifies, follow the procedure on the back side of this letter.**

We sincerely apologize for any inconvenience caused by this issue. We want to reassure you that we stand behind every StoveTop FireStop product we sell. Your 100% satisfaction and the safety of all of our customers motivate us each and every day, which is why WilliamsRDM is taking action and is requesting your help to address this potential issue.

Our customer support team is available to help answer any and all questions you have. We can be reached at **888-616-7976** or **stfs@stovetopfirestop.com**

Thank you for your continued loyalty and support.

Sincerely,



Craig Walters  
Vice President  
WilliamsRDM, Inc.

Manufacturer of the StoveTop FireStop Fire Suppressor products

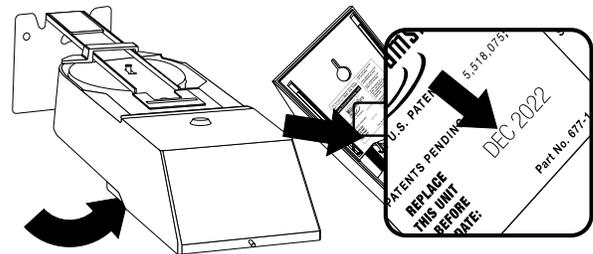
## Identifying your product

The potentially affected **STFS Rangehood** product can be identified by looking at the four digit date code stamped on the top (magnet side) of the can. If the date code on the can is **4516** then the product should be replaced.

The potentially affected **STFS Microhood** product can be identified by looking at the “Remove or Replace Before” date code located on the ramp on the bottom of the product. If the date code on the ramp is “**Dec 2022**” then the product should be replaced. These products were manufactured and shipped during the week of November 7-November 13, 2016.



*Date code for STFS Rangehood is stamped into top of can under the magnet assembly (4516 = 45th week of 2016)*



*Date code for STFS Microhood is heat-stamped into the ramp located on the underside of the product: DEC 2022*

If you have either the STFS Rangehood or Microhood products with the four digit “**4516**” date code or the “**Dec 2022**” date code set forth above, please notify us promptly so that we can ship new replacement product to you. We also ask that you remove any potentially affected Stovetop FireStop products containing the above mentioned codes from service by sending it back to us for evaluation. When we ship the new replacement Stovetop FireStop products to you, we will provide you with instructions on how to package the old Stovetop FireStop products to return to us. We will pay for the freight costs both directions.

If you have any questions about the procedure above, please contact our customer support team at **888-616-7976** or **stfs@stovetopfirestop.com**.

Thank you for your cooperation in this matter.