

ELKAY®



Halsey Taylor®

ELKAY / HALSEY TAYLOR RECALL FAQs

1. **Have there been any reported instances where people have been shocked using the water cooler or bottle filling station?**

A. No. While we believe the risk of injury is low, **and we have had no confirmed reports of a shock involving one of these units**, it is important that you follow the instructions outlined above so that the affected units can be repaired. Thank you in advance for your assistance with this issue. Although these kinds of challenges are never easy, we are committed to offering only safe and high quality products. We appreciate your partnership in helping us address these repairs

2. **What is the risk of shock?**

A. We have had no confirmed reports of a shock involving the impacted units and we believe the risk is extremely low. Elkay is exercising an abundance of caution in instituting this voluntary recall.

3. **Can I replace the screws myself without waiting for screws from the company?**

A. To ensure your unit is repaired properly, Elkay will provide the correct screws and detailed instructions to replace the screws in your specific model(s).

4. **What size screws are the ones that break?**

A. To ensure your unit is repaired properly, Elkay will provide the correct screws and detailed instructions to replace the screws in your specific model(s).

5. **Why do we need to wait for screws from the company?**

A. To ensure that the unit is repaired properly, it is important that you use the screws provided by Elkay.

6. **If my screws are not broken, do I need to replace them?**

A. If your unit(s) were manufactured between May 2, 2017 and June 22, 2017, and you have confirmed on checkmycooler.com that the serial numbers are impacted, you must still replace the screws whether or not they are broken.

7. **How can I be certain that my child's school doesn't have a unit that needs repair?**

A. Check with the school administrator to make sure they are aware of the recall and have checked all of the serial numbers on units.

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8. How do I find the serial number on my unit?

- A. Click here to open the [How to Find Serial Number](#) document.

9. If we have an older unit installed, is there any chance that the grounding screws will break?

- A. Our investigation indicates that this issue is isolated to a specific batch / lot of screws that were not made to Elkay's quality specification. Please check the Serial Number of any units at www.checkmycooler.com. All of the units with non-conforming screws were manufactured between May 2, 2017 and June 22, 2017.

10. Will this affect my warranty?

- A. No, this repair will not affect your product warranty.

11. What is the reason for the repair?

- A. As part of Elkay's standard quality audit process, we discovered a small number of broken screws which are used to secure the grounding wire to the power cord and, in some models, a second grounding wire at the solenoid. We determined that the screws may have experienced a metallurgical condition called hydrogen embrittlement, which could cause the screws to break. If a screw were to break from this condition, the grounding wire may come loose and the unit will no longer be grounded. Although unlikely, if a unit is not grounded **and** a separate, unrelated issue arises involving the electrical components, the unit could pose a shock hazard. Elkay has contacted the Consumer Product Safety Commission regarding this issue.

PLEASE UNPLUG THE UNIT(S) until a repair can be made.

12. What happens if my unit does need repair?

- A. After checking your serial number, if you find your unit needs repair, you will be asked to submit contact information. An Elkay team member will reach out to review repair options. Repair involves replacing the unit's grounding screws. Elkay will send a free repair kit to owners of impacted units, including replacement screws and instructions that will allow them to replace the potentially defective screws. If the owner is unable to make the repair, Elkay will send out a technician, at Elkay's expense, to repair the unit(s) at the unit's location.

PLEASE UNPLUG THE UNIT(S) until a repair can be made.