KSB SE & Co. KGaA • Johann-Klein-Straße 9 • 67227 Frankenthal

Our reference: Hya-Rain (N) recall
Website: www.ksb.com/recall-hya-rain
Date: October 2019

Product Safety Recall

Fire hazard in Hya-Rain and Hya-Rain N rainwater harvesting systems

Dear Sir or Madam,

We very much regret to inform you that Hya-Rain and Hya-Rain N rainwater harvesting systems **manufactured between calendar weeks 27/2009 and 25/2013** may pose a fire hazard. The hazard originates from the motor starting capacitor of the pump.

Affected products:

- **Hya-Rain** | Material number 29130437
- **Hya-Rain N** | Material number 29130438



Products NOT affected:

- **Hya-Rain Eco** | Material number 29130495
- **HyaRain 2** | Material number 29135200
- **HyaRain 2 Plus** | Material number 29135201

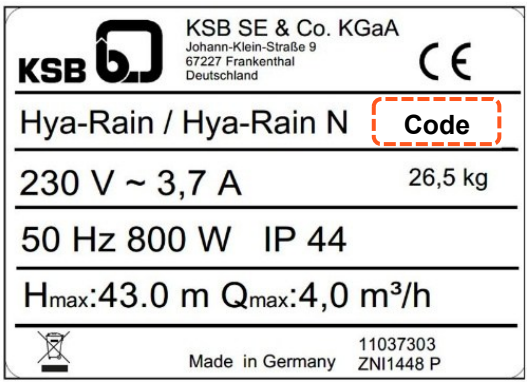


Please **take your system out of operation immediately** and do not operate it again. Continued operation poses a risk of fire, which may spread throughout the entire building. Fire and the resulting smoke and fumes may cause serious injury or death. There is also a risk of fatal electric shock if the electrical insulation is compromised or if water is used to extinguish the fire.

If you are not the operator of the system, please forward this product safety recall notice to your customer(s). The **production code** shown on the name plate will enable you to determine whether your system is affected. The name plate is located on the system at the position marked in the following illustration:



Position name plate



Name plate Hya-Rain / Hya-Rain N

The following **production codes** are **affected**:

S-V	**S-W**	**S-X**	**S-Y**
S-Z	**S-A**	**S-B**	**S-C**

as well as

year and calendar week from **2009w27** to **2013w25**

If your system is affected, please notify us via our online portal, which you can access at **www.ksb.com/recall-hya-rain** or directly via the adjacent **QR code**. We will then contact you as soon as possible to arrange the replacement of the motor starting capacitor. This will be free of charge for you.

Please inform others about this recall, particularly if you know anyone who has been offered or sold the recalled product.

We sincerely thank you for your support and apologize for any inconvenience caused.

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