



February 27, 2020

IMPORTANT RECALL NOTICE

Lennox Ductless Single-zone and Multi-zone Heat Pump Units

Dear Costco Member,

Our records indicate you may have purchased a Lennox outdoor heat pump unit between January 2016 and November 2019.

Lennox Industries Inc. is recalling three models of its Ductless Single-zone and Multi-zone Heat Pump units, due to concerns that the outdoor unit may overheat, posing a risk of fire. The indoor unit poses no risk of overheating and is not the subject of Lennox's recall.

The impacted products sold by Costco are listed below. The model number can be found on the nameplate located on the right rear corner of the outdoor unit.

Brand	Serial Number	Model Number
Lennox	6915XXXXXX or 6916XXXXXX	MPA018S4M-1P MPA048S4M-1P MPA048S4S-1P

Lennox has received one report of a fire and one report of overheating that did not result in a fire. Neither report involved any personal injuries or damage to property, other than to the heat pump itself.

Lennox is offering the free replacement and removal of your recalled outdoor unit. The replacement outdoor unit will be of a quality comparable to the recalled outdoor unit, and the specific model will depend on your current unit.

In the near future, your Lennox dealer will attempt to contact you to arrange for replacement and removal of your recalled unit. Alternatively, feel free to reach out to them to make arrangements at any time.

While awaiting replacement, you should monitor the recalled outdoor unit while it is being operated and keep foliage and other flammable items at least 60.96 cm (24In) away from the unit.

For more information, please contact Lennox Industries Inc:

- Telephone: 1-800-527-3506, Monday to Friday: 8:00 a.m. to 5:00 p.m. CT
- Online: <https://www.lennox.com/about/safety/product-recalls>.

We apologize for any inconvenience this may cause and ask you to please pass this letter along to anyone who may be using the affected heat pumps.

Sincerely,

Lennox Industries Inc.