



GE – Appliances & Lighting

GE Recall Website: www.geappliances.com/recall
Hotline: 866-918-8771

Recall to Repair Certain GE Zoneline Air Conditioner/Heat Units (PTAC)

Dear GE Distributor:

In cooperation with the U.S. Consumer Product Safety Commission, the General Electric Company (GE) and Sharp Corporation (Sharp) have announced a recall of certain GE Zoneline® packaged-terminal air conditioner and packaged-terminal heat unit (“PTAC”) units due to a risk of fire. According to GE’s records, we understand that you may have sold a PTAC manufactured by Sharp Corporation after January 2010. We write to bring an important safety issue to your attention.

In certain units, the electrical wiring to a component that regulates the PTACs heater can fail, posing a fire hazard. GE and Sharp are voluntarily recalling 90,674 PTAC units manufactured from January 2010 to March 2011. Of those units, GE has received four reports of incidents involving smoke and/or fire. Two of the reported incidents involve property damage beyond the unit. No injuries have been reported. As part of our commitment to product quality and safety, GE is recalling and repairing these units free-of-charge to customers.

Only PTACs with the following model and serial numbers are included in the recall:

Brand	Model Number Begins With:	Serial Number Begins With
GE	AZ41, AZ61	AT, DT, FT, GT, HT, LT, MT, RT, ST, TT, VT, ZT, AV, DV, FV



Media Info

Media Relations Toolkit

GE Zoneline® packaged-terminal air conditioner and packaged-terminal heat unit (“PTAC”)

June 14th, 2011

MEDIA HOLDING STATEMENT:

The U.S. Consumer Product Safety Commission and the General Electric Company (GE) have announced a recall of certain GE Zoneline® packaged-terminal air conditioner and packaged-terminal heat unit (“PTAC”) manufactured by Sharp Corporation after January 2010. GE is voluntarily recalling 90,674 PTAC units manufactured from January 2010 to March 2011.

GE has determined that in certain units, the electrical wiring to a component that regulates the PTACs heater can fail, posing a fire hazard. GE has received four reports of incidents involving smoke and/or fire. Two of the reported incidents involve property damage beyond the unit. No injuries have been reported. As part of our commitment to product quality and safety, GE is recalling and repairing these units free-of-charge to consumers.

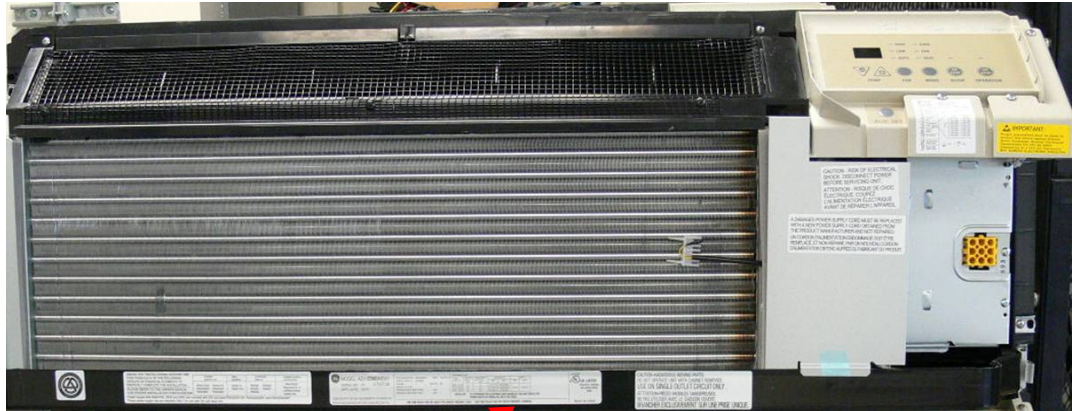
Until the repair is complete, consumers should not use the PTACs in the heating mode. Owners of these units should contact GE for instructions on receiving a free repair.

We are diligently contacting consumers with affected PTACs to provide information regarding the free repair program. We are doing everything we can to make the repair as easy and hassle-free for consumers as possible.

For additional questions regarding this voluntary repair program, and to determine if their PTAC is included in the recall, consumers should contact GE’s Recall Hotline toll-free at 866-918-8771 from 8 a.m. to 5 p.m. Eastern time Monday through Friday, or visit the recall website at

www.geappliances.com/recall.

The model and serial numbers of the units can be found on the rating plate underneath the removed front panel, on the bottom of the unit, as shown below.



Location of
Serial Number

We ask that you check the date codes on the units in your inventory to determine if you still have any of the subject PTACs. If you do, stop sale of the affected PTACs immediately, quarantine those units, and contact GE by phone at 866-918-8771 to request information regarding the free repair. Until the repair is completed, **consumers should not use the PTACs in the heating mode.**

For units you have already sold that are subject to the repair program, we ask that you review your sales records to identify any customers to whom you sold the affected units. If you have records of any persons to whom these PTACs were sold, please send this information to GE by email: gezonline@stericycle.com (preferred method) or fax: 866-912-9551.

For additional information about this voluntary recall, visit GE's recall website any time at www.geappliances.com/recall. Or, to schedule a free repair, call GE's toll-free Recall Hotline: 866-918-8771 from 8 a.m. to 5 p.m. Monday through Friday Eastern Time.

GE is conducting this voluntary recall in cooperation with the U.S. Consumer Product Safety Commission, which will also monitor the effectiveness of the recall program.