



Fuels Safety Program	Ref. No.: FS- 134-08	Rev. No.: 1
DIRECTOR'S SAFETY ORDER	Date: June 9, 2008	Date: September 4, 2008

IN THE MATTER OF:
THE TECHNICAL STANDARDS AND SAFETY ACT, 2000, S.O. 2000, c. 16

- and -

**ONTARIO REGULATION 212/01 made under the
Technical Standards and Safety Act, 2000
(Gaseous Fuel)**

Subject: Quietside Corp. – Unapproved Vent Adaptor for the QVM9 Series Instantaneous Water Heaters.
Sent to: Quietside Corporation
Fuel Suppliers: Union Gas, Enbridge Gas, Kitchener Utilities, Kingston Utilities
Intertek – ETL Semko
Mattamy Homes
Direct Energy, Union Energy
Allianze Power Corporation
Morenergy Services Incorporated
Posted on TSSA Web-Site

Pursuant to section 14 of the *Technical Standards and Safety Act, 2000*, the Director requires the following:

1. The vent Adaptor used on the QUIETSIDe CORP. QVM9 Series Water Heater is not approved for use in Ontario. The following actions are required.
 - (a) No water heater shall be installed with this adaptor installed until it gets approved.
 - (b) Any water heater currently in operation with this adaptor shall be retrofitted by an approved adaptor by October 31, 2008. Failure to comply will result in the termination of the fuel supply.
2. This Safety Order is effective immediately.

Dated at Toronto this 4th day of September, 2008.

Additional Information:

Refer to attachment #1 on how to identify the adaptor of concern.

For more information please contact 1-877-682-8772.

ORDERED BY:

John R. Marshall
Director, Gaseous Fuel Regulation
Technical Standards and Safety Act, 2000



FUELS SAFETY PROGRAM
TECHNICAL STANDARDS
& SAFETY AUTHORITY
14th Floor, Centre Tower
3300 Bloor Street West
Toronto, Ontario
Canada M8X 2X4

September 4, 2008

IMPORTANT NOTICE

Re: Unapproved Vent Adaptor for the Quietside QVM9 Series Instantaneous Water Heaters.

Attention Owner/User:

The Technical Standards and Safety Authority (“TSSA”) is an Administrative Authority empowered under the *Safety and Consumer Statutes Administration Act, 1996* to administer and enforce the *Technical Standards and Safety Act, 2000* (the “Act”) and its regulations. The Fuels Safety Program of the TSSA regulates the storage, transmission and utilization of fuels (e.g. propane and natural gas) and includes the installation and maintenance of associated equipment. The Act and appropriate Regulations can be found on our web site at www.tssa.org.

The TSSA is concerned that the vent adaptor is not certified and that it may fail causing products of combustion including carbon monoxide (CO) to enter the home.

CO is a colourless gas produced when fuels such as natural gas and propane burn incompletely. CO itself is odourless and tasteless but may be accompanied by an abnormal odour of incomplete fuel combustion. Symptoms of CO poisoning include nausea and vomiting, dizziness, burning eyes, difficulty breathing, confusion and loss of consciousness.

Effective September 4, 2008, the TSSA is requiring the following:

- No further installations of the Quietside water heater using the vent adaptor; and
- Any water heaters currently installed with this adaptor be retrofitted with a certified adaptor by October 31, 2008. Failure to do so will result in the fuel supply being terminated. For a copy of the certified installation instructions, refer to the Advisory FS-136-06 posted on the TSSA website.

The attached visuals are intended to be used to identify the adaptor of concern. It consists of two sections. The bottom section contains an “O” ring that sits in a flat flange is attached to the water heater via mechanical fasteners. The top section is press fitted inside the bottom section and PVC is placed inside the opposite end of the top section and is sealed with high temperature silicon.



If you require further clarification or have questions, please contact your fuel supplier, rental company or TSSA at 1-877-682-8772.