

CSA International and Crystal Mountain Water Cooler Corporation Announce Recall of Water Coolers

Toronto, ON – In cooperation with CSA International, Crystal Mountain Water Cooler Corp., of Alberta, Canada, is voluntarily recalling about 12,175 water coolers.

Approximately, eighty percent of the water dispensers were sold in the U.S. The hot & cold water dispenser's heater band can short circuit, posing a fire hazard to consumers. Crystal Mountain Water Cooler Corp. has received approximately twenty reports of the water cooler's insulation smoking or igniting, resulting in localized fire damage. Included in this total were less than ten incidents of smoke and/or fire damage causing \$8,000 to \$200,000+ in property damage.

The Hot & Cold Water Dispenser is an upright water dispenser, having two faucets. One faucet will have a red lever and one faucet will have a blue lever. The unit stands 38 5/8 inches high (98.1 cm), weighs 36.43 pounds (16.56 kg's) and has a footprint area of 120.5 sq.inches (777.41 cm²). To determine if the water dispenser is subject to this recall, the serial number plate is located at the top on the back of the water dispenser. Consumers may also contact Crystal Mountain Water Cooler Corp. directly 1-866-678-4886 to assist in confirming if the water dispenser is included in the recall.

The serial number range included in this recall is: 99 125 – 00 175

Where: (serial number digits 3 through 7 must fall within the range, where digits 3 & 4 represent the year of production).

Crystal Mountain and its distributors sold these water coolers in the U.S. and Canada from May 1999 through July 2000 for about \$ 300.

Consumers should turn off the hot tank power switch or simply unplug the units and contact Crystal Mountain at 1-(866) 678-4886 anytime to receive repair information. Consumers should have the serial number of their water cooler available at the time of call.

Crystal Mountain issued registered letters to its entire customer base. To date, more than Seventy (70%) of the coolers within this recall population have been repaired.

CSA International is a provider of product testing and certification services for electrical, mechanical, plumbing, gas and a variety of other products. Recognized in Canada, the U.S. and around the world, CSA's marks appear on over one billion products worldwide. CSA International is a division of CSA Group which consists of CSA International, the

Canadian Standards Association, a developer of standards and codes, and QMI for management systems registration.

