

# IMPORTANT RECALL NOTICE



*Innovation. Experience. Performance.®*



**DATE: 04/23/2018**

**Dear Valued Customers:**

**Chart has received reports of a vacuum leak or failure that could compromise the product and may affect Aluminum Dewar models listed below.**

**The reliability, safety, and quality of our products is of utmost importance to Chart Industries. In addition to this communication, we will personally call you to verify receipt of this recall notice. We take seriously the trust you and your customers place in the quality of Chart's products. Please contact us at [MVEtankservice@chartindustries.com](mailto:MVEtankservice@chartindustries.com) if you have any questions or comments. Thank you for your business and cooperation.**

**SERIAL NUMBERS AFFECTED:**

Aluminum Dewars with Serial Number Range: NPB201750xxxxx through NPB201752xxxxx and NPB201801xxxxx through NPB201810xxxxx (manufactured Week 50 of 2017 through Week 10 of 2018).

A list further describing potentially affected Model numbers and names is provided at the end of this recall notice.

This recall does not pertain to Chart products manufactured anywhere other than New Prague, Minnesota, USA. This recall does not pertain to Chart's Stainless Steel Cryogenic freezers.

**ISSUE:**

Chart is presently investigating the possible cause of the **VACUUM LEAK AND/OR FAILURE** which may be due to inadequate adhesion of the composite neck to the aluminum unit. Based on information to date, this issue appears to be an isolated occurrence involving the machine and binding agent used during the manufacturing process. **Chart is recalling with immediate effect the affected models and will replace affected units.**

## **REQUESTED IMMEDIATE ACTION:**

If you have a unit in question (within the serial number range noted above) you must:

- **Immediately remove the unit(s) from service;**

**AND, EITHER:**

- **Return to Chart Inc.; OR**
- **After following the standard procedures to empty the unit, drill a hole in the retired unit near the serial number. Drilling the unit will assure the unit is not returned to service. Email or transmit photographic evidence to Chart of compliance with this Recall notice, depicting the hole and serial number (as depicted in the image below)(if you are not familiar with how to safely complete this process, simply return the unit to Chart).**

*Note:* If you have any question whether your unit is subject to this recall, please contact us immediately via email at [MVETankService@chartindustries.com](mailto:MVETankService@chartindustries.com).



## **INSTRUCTIONS FOR RETURN:**

Please identify the serial number for all units you possess that are subject to the recall, and identify the location of said products. Chart will arrange for return shipping. For processing the return, please send an email to: [MVETankService@chartindustries.com](mailto:MVETankService@chartindustries.com).

If you elect to drill a hole in a retired unit, please email photograph(s) of the drilled unit(s) showing the hole and serial number(s).

**If you no longer possess affected units**, please **immediately** forward this communication to any entity in possession of affected units. Please also

**immediately** provide Chart with the location and contact information of the person/entity currently in possession of the unit(s). As soon as Chart has this information, Chart will coordinate replacement of the unit with you.

Chart/MVE is proud to be a trusted partner for our customers since 1963. We have worked hard throughout this time to set and uphold the quality standards in the industry. Please accept our sincerest apologies for any inconvenience that replacing these units may cause. We ask for your support as we work hand in hand with you to expeditiously remove the impacted units from service and restore your operations with quality units and trust in our products and processes.

Sincerely,

A handwritten signature in cursive script that reads "Earl Lawson".

Earl Lawson

**President, Chart Biomedical**

2200 Airport Industrial Drive, Suite 500

Ball Ground, GA 30107

From within the U.S. Dial 1-800-482-2473

From outside the U.S. dial +1-770-225-4428

## ALUMINUM DEWARS RECALLED

### Serial Numbers:

NPB201750xxxxx  
NPB201751xxxxx  
NPB201752xxxxx  
NPB201801xxxxx  
NPB201802xxxxx  
NPB201803xxxxx  
NPB201804xxxxx  
NPB201805xxxxx  
NPB201806xxxxx  
NPB201807xxxxx  
NPB201808xxxxx  
NPB201809xxxxx  
NPB201810xxxxx

### Part Number

### Description

|          |                               |
|----------|-------------------------------|
| 10508967 | FNL CRYSHPR W/PPSC            |
| 10647692 | FNL CRYO-MOO-VER 3100         |
| 10650197 | FNL CRYO-SYSTEM 4000          |
| 10650200 | FNL CRYO-SYSTEM 2000          |
| 10718067 | FNL CRYO-SYSTEM 6000          |
| 10719924 | FNL XC47/11-6 W/11" CANISTERS |
| 10725435 | FNL XC47/11-10                |
| 10740281 | FNL LAB 10                    |
| 10742999 | FNL BIO CANE 34               |
| 10743027 | FNL XC34/18                   |
| 10743035 | FNL SC33/26                   |
| 10743351 | FNL BIO CANE 47               |
| 10770455 | FNL LOCATOR 8 +               |
| 10770463 | FNL LOCATOR 4 +               |
| 10770498 | FNL LOCATOR JR +              |
| 10777411 | FNL CRYSHPR XC IATA W/PPSC    |
| 10801514 | FNL LOCATOR 6 +               |
| 10817330 | FNL SC4/3V                    |
| 10829621 | FNL SC36/32                   |
| 10979435 | FNL CRYOSHIPPER MINI 4" OPEN  |
| 11005317 | FNL SC20/12V                  |
| 11015195 | FNL CRYSHPR XC W/PPSC         |
| 11016649 | FNL XC20/3V                   |
| 11025650 | FNL B20/20 BRYMILL            |
| 11037378 | FNL CRYOSHIPPER MINI 2" OPEN  |
| 11037386 | FNL CRYOSHIPPER MINI NO ABS   |
| 11064641 | FNL CRYO-SYSTEM 2000 W/O C/C  |
| 11064659 | FNL CRYO-SYSTEM 4000 W/O C/C  |
| 11064667 | FNL CRYO-SYSTEM 6000 W/O C/C  |
| 11366673 | FNL CRYOSHIPPER 2000          |

|          |                                |
|----------|--------------------------------|
| 11378746 | FNL XC47/11-6 W/O CANISTERS    |
| 11379221 | FNL SC4/3V NO LABELS           |
| 11492151 | FNL DOBLE 20 SERIES 2001       |
| 11497948 | FNL DOBLE 34 SERIES 2001       |
| 11498684 | FNL DOBLE 47/6 SERIES 2001     |
| 11507886 | FNL DOBLE 11 SERIES 2001       |
| 11527730 | FNL DOBLE 28XC                 |
| 11531544 | FNL LAB 4 NO LABELS            |
| 11531552 | FNL LAB 10 NO LABELS           |
| 11531579 | FNL LAB 30 NO LABELS           |
| 11531587 | FNL CRYO-SYSTEM 2000 NO LABELS |
| 11531595 | FNL CRYO-SYSTEM 4000 NO LABELS |
| 11531608 | FNL CRYO-SYSTEM 6000 NO LABELS |
| 11536492 | FNL XC34/18 ABS                |
| 11541339 | FNL LAB 50 NO LABELS           |
| 11549357 | FNL MIL XC20 NO LABELS         |
| 11554308 | FNL DOBLE 47-10                |
| 11647424 | FNL LAB 5 NO LABELS            |
| 11736179 | FNL SPECTRUM 8                 |
| 11736187 | FNL SPECTRUM 12                |
| 11736208 | FNL SPECTRUM 20 W/11" CNSTR    |
| 11736216 | FNL SPECTRUM 35 W/11" CNSTR    |
| 11778168 | FNL ARCTIC EXPRESS DUAL 10     |
| 11778176 | FNL ARCTIC EXPRESS DUAL 19     |
| 11778184 | FNL ARCTIC EXPRESS DUAL 28     |
| 11778230 | FNL ARCTIC EXPRESS IATA        |
| 11838853 | FNL SPECTRUM 3                 |
| 11886450 | FNL CRYO-SYSTEM 750            |
| 11901162 | FNL MILLENNIUM II W/11" CNSTR  |
| 11901584 | FNL SC11/7 W/135MM CANS        |
| 11913497 | FNL LAB 47                     |
| 11929481 | FNL CRYSHPR CRYOLIFE           |
| 13101839 | FNL XC34/18 PLUS W/WELD CNSTRS |
| 13112765 | FNL SPECTRUM 8 NO CANISTERS    |
| 13346449 | FNL XC47/11-6 W/XL SQ CNSTRS   |
| 13490281 | CFG SPECTRUM 35 LITER EUROPE   |
| 13492631 | FNL LAB 20                     |
| 13512890 | FNL LAB 20 NO LABELS           |
| 13571523 | FNL ET40-10                    |
| 13635355 | CFG 47 LITER EUROPE            |
| 13798111 | FNL THERMO 20                  |
| 14656887 | FNL LOCATOR 6                  |
| 14670312 | FNL BIO CANE 73                |
| 14670321 | FNL ARCTIC EXPRESS 20          |
| 14796775 | FNL CRYOSYSTEMS 6000 FULL AUTO |
| 14893049 | FNL XC-20 SELECT SIRES         |
| 20638227 | FNL SEMEX-20                   |
| 20639136 | FNL CRI-20                     |
| 20640380 | FNL ALTA-20                    |
| 20640771 | FNL MVE-20                     |
| 20668449 | FNL SPECTRUM 20 NO CANISTERS   |
| 20677294 | FNL CRYSHPR XC IATA W/O SC     |
| 20726502 | FNL DOBLE 47/6 CEVA            |

|          |                                |
|----------|--------------------------------|
| 20726517 | FNL DOBLE 11 CEVA              |
| 20789363 | FNL CRYOSYSTEMS 6000 AF-GB-MDD |
| 20861774 | FNL SC20/20 SIG                |
| 20875477 | FNL ARCTIC EXPRESS 20 DL       |
| 20925284 | FNL CRYSHPR W/PPSC W/ SQ RACK  |
| 20937586 | FNL DOBLE 22                   |
| 20947690 | FNL XC20 SIG ABS               |
| 20997044 | CFG XC20 SIG                   |
| 20997986 | FNL XC20 SIG                   |
| 20999720 | FNL XC20 SIG SELECT SIRES      |
| 21007470 | FNL SPECTRUM 35 W/O CNSTR      |
| 21010336 | FNL MVE WS-20 SIG              |
| 21036452 | FNL XC20 SIG ALTA              |
| 21036453 | FNL XC20 SIG GENEX             |
| 21036454 | FNL XC20 SIG SEMEX             |
| 21099759 | FNL SEXING TECH- 20            |
| 21115938 | FNL BIO CANE 20 SIG            |
| 21134753 | FNL SC4/3V W/PPSC              |
| 21134754 | FNL SC4/2V W/PPSC              |
| 21178824 | FNL SC20/20 SIG PREDICTIVE BIO |
| 9917989  | FNL SC8/5                      |
| 9918009  | FNL SC3/3                      |
| 9918039  | FNL XC43/28                    |
| 9918069  | FNL XC33/22                    |
| 9918079  | FNL LAB 5                      |
| 9918099  | FNL LAB 30                     |
| 9918109  | FNL LAB 50                     |
| 9918449  | FNL XC32/8                     |
| 9918479  | FNL SC4/2V                     |
| 9918499  | FNL SC11/7                     |
| 9918539  | FNL XC22/5                     |
| 9918999  | FNL XC47/11 MICRO-MERETICS     |
| 9920579  | FNL XC21/6E                    |
| 9920759  | FNL THERMO 5                   |
| 9920769  | FNL THERMO 10                  |
| 9920789  | FNL THERMO 30                  |
| 9920879  | FNL LOCATOR 8                  |
| 9920899  | FNL LOCATOR 4                  |
| 9920919  | FNL LOCATOR JR                 |
| 9921849  | FNL ARCTIC EXPRESS 10          |
| 9921979  | FNL ARCTIC EXPRESS 5           |
| 9922219  | FNL LAB 4                      |
| 9922339  | FNL SC2/1V                     |