



## **Information to installers concerning possible defective heating cable products:**

Nexans Norway AS has discovered a defect in a few of its comfort heating products. No accidents or incidents have occurred to date.

For the sake of safety we have decided to recall the following products:

- Nexans Millimat, sold during the period 26.10.06.-14.02.07.
- Nexans Millikit sold during the period 06.11.06.-14.02.07.
- Silencio EI sold during the period 09.11.06-14.02.07

Please contact our agent in your country to get exact information on which types are affected, since only a limited number of types are affected. The agent needs the following information to determine whether the product is affected or not:

- The production date (on the label on the packaging) or
- The date of purchase, or if neither:
  - date for installation
- Where the product was purchased
- Type of product (effect 80 or 130 W/m<sup>2</sup>) and total watts
- Name, address and telephone number to the customer

If the agent confirms that product is on the recall list, contact the customer and instruct the customer to turn off the heating cable system. Inform the customer that Nexans Norway will contact the customer to make an appointment regarding repair of the heating cable system. Please confirm in writing that you have been in contact with the customer and advised him to turn off the heating cable by letter to Nexans Norway AS, PO Box 100, 1403 Langhus, Norway or by e-mail to: [firmapost@nexans.com](mailto:firmapost@nexans.com).

### **Heating cables not affected by the recall**

Heating cables labelled with production date **before** 26/10-06 or **later** than 15/1-07 are not affected by the recall.

Heating cables labelled with production date between 26/10-06 and 15/01-07 which have already been checked and approved by Nexans, are marked with an additional white label and date.