

# 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: NPB201750xxxxxx through NPB201752xxxxxx and NPB201801xxxxxx through NPB201810xxxxxx (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).

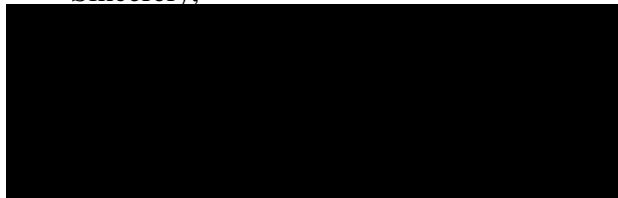
If you elect to drill a hole in a retired unit, please email photograph(s) of the drilled unit(s) showing the hole and serial number(s).

**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,



**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