

CleanEffects Communications Support Document

Consumer Q&A – July 6, 2007

PRODUCT RECALL INFO

1. What is CleanEffects?

CleanEffects is a whole-house air cleaning system that is installed with either an air handler or furnace as part of your central heating or cooling system.

2. What exactly is wrong with the affected CleanEffects air cleaners?

There have been isolated reports of collection cell failures in a very small number of installed systems due to exposure to excessive moisture which can result in overheating and the possibility of flames in the collection cell. The collection cell is an internal component of the air cleaner.

3. What models are involved in this issue?

The following model numbers are affected:

TRANE CLEANEFFECTS

TFD145ALFR000A	TFD14DALFR000A	TFD215ALAH000A	TFD245ALFR000A
TFD175ALFR000A	TFD17DALFR000A	TFD235ALAH000A	TFD24DALFR000A
TFD210ALFR000A	TFD21DALFR000A	TFD260ALAH000A	

To determine if you have an affected model, please contact your installing dealer.

4. Will the replacement collection cells affect the performance of my CleanEffects air cleaner?

No, the new 200 mega ohm collection cells will not affect the air cleaner's performance.

WHAT CONSUMERS NEED TO DO

5. What do I need to do if I have an affected model?

You are advised to turn off the air cleaning system if it is installed with an air handler until your dealer can install the replacement collection cells. NOTE: Turning off the air cleaner does not affect the operation of the air conditioner. Your air conditioner will continue to work as usual. If your air cleaner is installed with a furnace, you do not have to turn it off, but your dealer will install replacement collection cells.

6. How do I turn off my CleanEffects?

To turn off the power to the CleanEffects unit, push and hold the round power button on the front of the air cleaner door for approximately three seconds until the LED panel (see visual on page 2) illuminates. Release the power button. The LED panel will remain lit for approximately 15 seconds and then go out. When the light goes out, the unit is turned off.



7. Do I need to turn off my air conditioner or air handler?

No. You do not need to turn off your air conditioner or air handler. Turning off the CleanEffects air cleaner is all that needs to be done. Turning off the air cleaner does not affect the air conditioner or air handler. The air conditioner or air handler will continue to work as usual.

8. Who can I contact for more complete information?

If your Trane dealer hasn't already contacted you to schedule an appointment, you should immediately contact your dealer. If you need assistance in contacting your dealer or have questions about this process, you can:

- *Contact Trane at **888-556-0125** between **8:00 a.m. to 5:00 p.m. (CDT), Monday through Friday***
- *Send an inquiry via email by going to <http://www.trane.com/Residential/CustomerCare/Feedback.aspx>*

9. What if I can't turn off my CleanEffects because I'm away from home?

If you have an affected unit that is installed with an air handler, we advise you to make every effort to have your air cleaning system turned off by someone who has access to your home while you are away.

SAFETY CONCERNS

10. Have there been any injuries resulting from this issue? Any property damage?

No. None of these isolated incidents has resulted in injury or property damage to anything other than the air conditioning equipment itself. However, because we take any potential safety issue very seriously, we contacted the Consumer Product Safety Commission (CPSC) and are working closely with them to resolve this issue.

11. Can I continue to use my CleanEffects? It seems to be working fine.

Not if it's installed with an air handler. Even though there have been reports of an issue in less than 1/10th of 1 percent of the installed and operating systems, we take safety very seriously and even one potentially unsafe event is too many. Please turn off your air cleaner and contact your dealer to schedule a collection cell replacement.

If installed with a furnace, you do not need to turn off the air cleaner. However, we will provide replacement cells for your air cleaning system. Please contact your dealer to schedule a collection cell replacement.

12. Will my system catch on fire?

While there have been a few instances in air handler applications in which the collection cell material in an air cleaner has burned, the damage was entirely limited to the internal space of the air cleaner and the air handler.

However, in keeping with our commitment to quality, reliability and safety, we are advising homeowners that have an air cleaner installed with an air handler to turn off the air cleaning system until your dealer can install the replacement collection cells.

CPSC INVOLVEMENT

13. Did the Consumer Product Safety Commission (CPSC) force Trane to issue a service notice and product hold?

No. We voluntarily contacted the CPSC regarding a potential safety concern with certain CleanEffects collection cells.

14. Did Trane fully cooperate with the CPSC?

Yes. Upon discovering the issue, we proactively contacted the CPSC and are working closely with them to implement the solution.

SOLUTION

15. What are you doing to fix the problem?

The solution involves replacing existing collection cells with newly designed cells that are better able to withstand excessive moisture.

16. What is the difference between the old collection cell and the new collection cells?

Previously, CleanEffects systems were equipped with 10 mega ohm collection cells. The new collection cells have a 200 mega ohm rating and are designed to better withstand excessive moisture. A mega ohm is a unit of electrical resistance.

17. Will the change you make really eliminate the problem?

Yes. We are confident in the solution and it has been independently reviewed and approved by the CPSC.

18. What type of testing was done after learning about these incidents?

We conducted extensive root cause testing in our research facilities and determined that we could eliminate the problem with a new collection cell that is better able to tolerate the presence of excessive moisture.

19. How can I know the problem won't occur again?

The new collection cells have a 200 mega ohm rating and are designed to better withstand excessive moisture. We are confident in the solution and it has been independently reviewed and approved by the CPSC.

20. What will the new collection cell cost?

There will be no charge to you or your dealer for the new collection cells or their installation.

21. How long will it take to have my CleanEffects air cleaner fixed?

We expect the actual collection cell replacement process to take no more than 15 minutes.

22. Can I make the repair myself?

No. Your dealer must handle the collection cell replacement. If your dealer has not already contacted you to schedule an appointment, you should contact your dealer directly.

23. Will my entire CleanEffects unit be replaced as part of this recall?

No, the collection cells are the only components that need to be replaced.

24. Can I receive a new CleanEffects instead of replacing the affected collection cells?

No. Replacing the collection cells in the affected models with new collection cells will address the issue.

25. What if I have an extended warranty or service agreement on my CleanEffects air cleaner?

This does not affect existing extended warranties or service agreements and you will not be charged for this service.