



<b>Fuels Safety Program</b>	Ref. No.: FS- 134-08	Rev. No.:
<b>DIRECTOR'S SAFETY ORDER</b>	Date: June 5, 2008	Date:

**IN THE MATTER OF:  
THE TECHNICAL STANDARDS AND SAFETY ACT, 2000,  
S.O. 2000, c. 16**

**- and -**

**ONTARIO REGULATION 212/01 made under the  
Technical Standards and Safety Act, 2000  
(Gaseous Fuel)**

**Subject:** Quietside Corp. – Unapproved Vent Adaptor for the QMV9 Series Instantaneous Water Heaters.  
**Sent to:** Quietside Corporation  
Fuel Suppliers: Union Gas, Enbridge Gas, Kitchener Utilities, Kingston Utilities  
Intertek – ETL Semko  
Mattamy Homes  
Direct Energy, Union Energy  
Alliance Power Corporation  
Morenergy Services Incorporated  
Posted on TSSA Web-Site

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**Pursuant to section 14 of the *Technical Standards and Safety Act, 2000*, the Director requires the following:**

1. The vent Adaptor used on the QUIETSIDE CORP. QMV9 Series Water Heater is not approved for use in Ontario. The following actions are required.
  - (a) No water heater shall be installed with this adaptor installed until it gets approved.
  - (b) Any water heater currently in operation with this adaptor shall be retrofitted by an approved adaptor by September 15, 2008. Failure to comply will result in the termination of the fuel supply.
2. This Safety Order is effective immediately.

Dated at Toronto this 5th day of June, 2008.

**Additional Information:**

Refer to attachment #1 on how to identify the adaptor of concern.

For more information please contact 1-877-682-8772.

ORDERED BY:                     ORIGINAL SIGNED                      
Mike Scarland  
Acting Director, Gaseous Fuel Regulation  
*Technical Standards and Safety Act, 2000*



**FUELS SAFETY PROGRAM  
TECHNICAL STANDARDS  
& SAFETY AUTHORITY**  
14<sup>th</sup> Floor, Centre Tower  
3300 Bloor Street West  
Toronto, Ontario  
Canada M8X 2X4

June 5, 2008

## IMPORTANT NOTICE

### **Re: Unapproved Vent Adaptor for the Quietside QMV9 Series Instantaneous Water Heaters.**

Attention Owner/User:

The Technical Standards and Safety Authority (“TSSA”) is an Administrative Authority empowered under the *Safety and Consumer Statutes Administration Act, 1996* to administer and enforce the *Technical Standards and Safety Act, 2000* (the “Act”) and its regulations. The Fuels Safety Program of the TSSA regulates the storage, transmission and utilization of fuels (e.g. propane and natural gas) and includes the installation and maintenance of associated equipment. The Act and appropriate Regulations can be found on our web site at [www.tssa.org](http://www.tssa.org).

The TSSA is concerned that the vent adaptor is not certified and that it may fail causing products of combustion including carbon monoxide (CO) to enter the home.

CO is a colourless gas produced when fuels such as natural gas and propane burn incompletely. CO itself is odourless and tasteless but may be accompanied by an abnormal odour of incomplete fuel combustion. Symptoms of CO poisoning include nausea and vomiting, dizziness, burning eyes, difficulty breathing, confusion and loss of consciousness.

Effective June 9, 2008, the TSSA is requiring the following:

- No further installation of the Quietside water heater using the vent adaptor; and
- Any water heaters currently installed with this adaptor be retrofitted with a certified adaptor by September 15, 2008. Failure to do so will result in the fuel supply being terminated.

The attached visuals are intended to be used to identify the adaptor of concern. It consists of two sections. The bottom section contains an “O” ring that sits in a flat flange is attached to the water heater via mechanical fasteners. The top section is press fitted inside the bottom section and PVC is placed inside the opposite end of the top section and is sealed with high temperature silicon.



If you require further clarification or have questions, please contact your fuel supplier, rental company or TSSA at 1-877-682-8772.