



**Tyler Refrigeration**  
**A division of**  
**Carrier Commercial Refrigeration, Inc.**  
**1329 Lake Street**  
**Niles, MI 49120**  
**Phone: 269-683-2000**

Tyler Refrigeration has been notified of recent failures with the tubular style defrost heaters manufactured by Electro-Heat Inc., Tyler Refrigeration part number 51957100, currently installed in Tyler Refrigeration ice cream and frozen food wide island end cap cases. Our investigation into the performance of the tubular style defrost heater, manufactured by Electro-Heat Inc., has revealed that the defrost heater could, under certain circumstances, experience failure in the field. This failure could result in the casing from the defrost heater spontaneously ejecting from the heater. In the most extreme situations the casing could penetrate the end case and injure a bystander.

For this reason, Tyler Refrigeration in conjunction with the United States Consumer Product Safety Commission, is commencing a complete product recall of the defrost heaters in these cases. If you have a Tyler Refrigeration ice cream or frozen food end case installed in your grocery store (with the defrost heater, Tyler Refrigeration part number 51957100, see picture of the case) or if you have any questions, please call the Tyler Refrigeration Parts Distribution Center at **(800) 992-3744 ext. 804**. For more information on this product failure notice, please visit the Tyler Refrigeration website at [www.tylerrefrigeration.com](http://www.tylerrefrigeration.com).

Tyler Refrigeration will replace all of the tubular style defrost heaters currently installed in ice cream and frozen food wide island end cap cases, identified as part number 51957100, with a Cal-rod hairpin style heater manufactured by Heatrex Inc. (Tyler Refrigeration kit number 93134880) whose design has been demonstrated to eliminate the potential failure created with the tubular style defrost heater.

We sincerely apologize to you for any inconvenience that this process may cause. We are dedicated to ensuring that you, a Tyler Refrigeration customer, can be confident in the quality, reliability and safety of all our products.

Thank you for your immediate attention and cooperation on this matter.