



## Reliance Worldwide Corporation

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### FAQs

## Reliance Worldwide Corporation Recalls Temperature Actuated Flow Reducers Due to Potential Scald Hazard

**What Products are involved?** Cash Acme Shower Safe and Tap Safe Heatguard® Temperature Actuated Flow Reducers (TAFR) (used in faucets and showers).

**How can I tell if I have these products?** The Heatguard® Temperature Actuated Flow Reducers were sold under the Cash Acme brand name. When installed, the flow reducers are located just before the shower or faucet head. Shower Safe Assembly SD-LF #24718, Tap Safe Assembly TD-LF #24719 and Shower Safe Assembly SD-01 #24110-0000 with Date Code between December 1, 2014 and April 14, 2015 may be impacted. The model and manufacturing date code can be located on the shipping box label and the individual item box label.

**How many products are involved in the recall?** Approximately 26,000 units manufactured between December 18, 2014 and April 9, 2015.

**Who is the Manufacturer?** Reliance Worldwide Corporation (RWC)

**What is the Hazard?** TAFR flow reducers are used in faucets and showers to sense high temperature water and reduce water flow if it achieves 120° F (49° C). These devices are assembled by RWC and contain a third-party manufactured thermal element. Supplied by the world leader of thermostatic components for domestic hot water, these elements in conjunction with the flow reducer are designed to limit temperature of hot water that flows from a shower head or faucet. Our investigation indicates a batch of these thermal elements can potentially deteriorate over time, causing users to come in contact with water that is hotter than expected. Although no incidents have been reported, the thermal elements at issue may pose a risk of scald injuries. Because the thermal elements may not meet the company's quality and safety standards, RWC is voluntarily requesting that all affected flow reducers be replaced to protect end-users.

**Have there been any reported incidents or injuries?** No injuries or incidents have been reported.

**Where were these products sold?** Plumbing retailers and wholesalers including Antiscald, Inc., Best Plumbing Specialties, Coley Electrical and Plumbing Supply, The Alzheimer's Store, Dutton Lainson Company, FEI, Grainger, HD Supply, M-One Specialties, Security Supply, TM O'Donnell, and Westco Pipe and Supply from December 2014 through May 2015 for about \$30.

**What should I do if I have one of these products?** Consumers should use caution when turning on faucets and showers with the recalled TAFR device installed and immediately contact Reliance Worldwide to receive a free replacement TAFR. Consumers will be mailed a replacement TAFR device with step-by-step installation instructions, and a postage pre-paid envelope to return the recalled TAFR to Reliance Worldwide.

**How do I contact RWC?** Consumers can contact RWC at (800) 441-1496 between 8 a.m. and 5 p.m. ET Monday through Friday, or visit the company's Web site at [www.cashacme.com](http://www.cashacme.com) and click [Recall Info](#) for more information.