

April 2024

**Notice on the Sales Suspension of Steam Fired Instantaneous Water Heater  
FAUCON HF25**

Dear Valued Customers,

Thank you very much for your continuous support.

We regret to notify that we found an operational malfunctioning of FAUCON HF25 which occurs only under the certain conditions. We are currently investigating the cause and its countermeasures.

We apologize for any inconvenience this may cause but we have decided to suspend the sales until we determine the cause and implement the countermeasures.

We also very much regret to inform that the sales resumption date is not yet determined.

To our valued customers who have already installed or are currently operating the equipment, we will continue to provide with the full support for their safer operation.

We will focus to respond promptly and carefully to resolve the issue.

We will continue to provide highly reliable products and services with safety and quality as our top priority. We appreciate your understanding and continuous cooperation.

*Detail:*

1. *Model Name:*

*Steam Fired Instantaneous Water Heater HF25*

2. *Sales Suspension Period:*

*From April 25, 2024 ※ Resumption date is not yet decided.*

3. *Contact Information:*

*Please contact your nearest business office.*

Hisaharu Takegawa  
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International Business Division  
Miyawaki Inc.