

Date: October 2025

**Intergas Verwarming BV – PRODUCT NOTIFICATION – Original Equipment Manufacturer**



**BRAND NAME & MODELS**

Triangle Tube Challenger condensing boiler:  
CC85, CC85S, CC105, CC105S, CC125, CC125C  
CC125H, CC125HS, CC125S, CC150S

**POTENTIAL HAZARD:**

Lack of annual maintenance combined with a high number of burner operating hours can cause the heat exchanger gasket to fail. In extreme cases, this can warp the heat exchanger front cover and boiler casing, prompting the boiler to display an error code and eventually enter a lockout mode to prevent a **risk of injury, death, or property damage**.

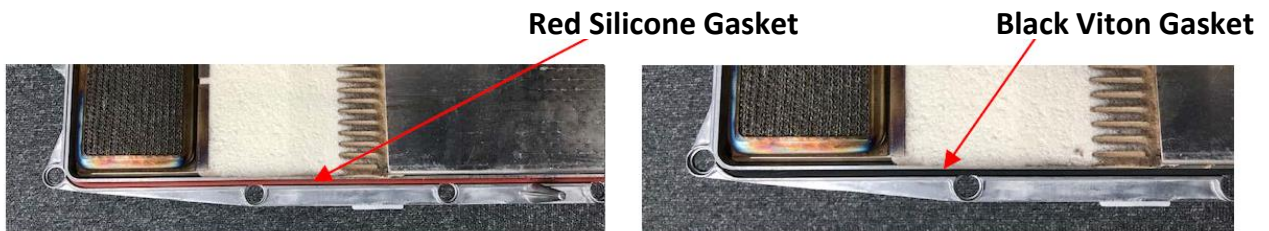
All Challenger Combi and Solo boilers require annual maintenance and service technicians are instructed to "[e]nsure the gasket and combustion chamber insulation is in place and not damaged, replace gasket and insulation if necessary" when performing maintenance. *See Installation & Maintenance Manual at pages 51-52 (Combi) or 43-44 (Solo).*

In all known cases, Intergas (Original Equipment Manufacturer) has concluded that gasket failure was due to a high number of operating hours causing gasket degradation combined with the lack of annual maintenance to inspect and replace the gasket before it failed.

Intergas has provided an alternative Viton gasket that offers a longer life in service but **still must be inspected and replaced as necessary** during annual maintenance to prevent failure.

**ACTION REQUIRED:**

During annual maintenance, or immediate service if the boiler has not been serviced annually, replace the **RED** silicone gasket with a **BLACK** Viton gasket.

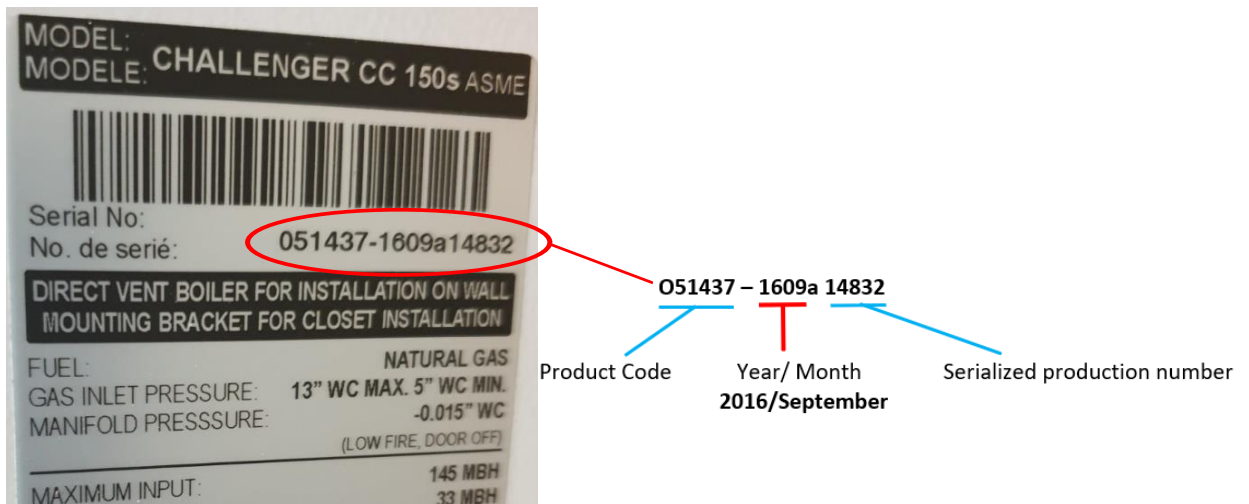


### IDENTIFYING UNITS AFFECTED:

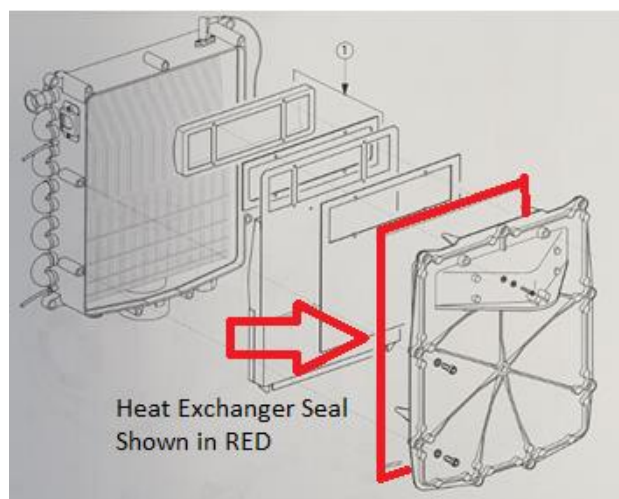
The silicone heat exchanger gasket (**RED** in color) was manufactured from January 2011 to June 2018 for CC125C, CC125H, CC125HS, CC125S, CC85, CC85S, CC105 & CC105S models, and from January 2011 to September 2016 for the CC150S model. The manufacturing date is identified within the serial number range and with the date code in the serial number on the rating plate, which is located on the top right hand side of the appliance casing.

### LOCATING DATE & SERIAL NUMBER:

The Serial Number is located on the rating label as shown below and includes the date and month of manufacture as well as the model description and power output:



The silicone gasket is **RED**. The Viton gasket is **BLACK**.  
**All gaskets require annual inspection and periodic replacement to prevent failure.**



Annual maintenance of the unit with the gasket replacement will typically take less than 1 hour.



## **CONTRACTOR ACTION REQUIRED:**

- (1) Identify customers you sold affected units to and confirm whether those units have been serviced annually, and/or recently, as instructed.
- (2) Contact customers that have affected units and arrange a service visit.
- (3) Have a Viton heat exchanger gasket kit with you when you attend site: **CCGSK21** for models CC85, CC85S; **CCGSK22** for models CC105, CC105S; or **CCGSK23** for models CC125, CC125C, CC125H, CC125HS, CC125S, CC150S.
- (4) Follow the maintenance instructions during inspection. Use a straight edge to check the upper left and right corners of the heat exchanger cover to **confirm it is not "warped:"**
  - (a) If heat exchanger is "warped," contact your distributor to arrange a replacement, and isolate the boiler safely until replacement is completed.
  - (b) If there are **no signs of warping** of heat exchanger, service the unit and replace the **RED** gasket with **BLACK** gasket using the replacement instructions in Viton heat exchanger gasket kit **CCGSK21**, **CCGSK22** or **CCGSK23**. **Ensure appliance combustion is adjusted correctly.** See *Installation & Maintenance Manual* at pages 51-52 (Combi) or 43-44 (Solo), also available at <https://triangletube.com/professional-resources/documents/> by clicking on "Installation/User Manuals" and selecting "Installation Maintenance Manual" for Solo or Combi.
- (5) **Remind customers that maintenance is necessary to continue safe and reliable boiler operation.** See *Installation & Maintenance Manual* at page 52 (Combi; excerpted below) or 44 (Solo).

## **Section XVI: Maintenance Schedule**

### **16.1 Service Technician**

At least on an annual basis the following maintenance should be performed by a qualified service technician.

## **Section XVII: Maintenance Procedures**

### **17.1 Annual Maintenance Procedures**



**The CHALLENGER should be inspected and serviced annually, preferably at the start of the heating season, by a qualified service technician. In addition, the maintenance and care of the appliance as outlined in Section XVI and further explained in Section XVII should be performed to assure maximum efficiency and reliability of the appliance. Failure to service and maintain the CHALLENGER and the system components could result in equipment failure which can result in substantial property damage, personal injury, or death.**

### **NOTICE**

**The following information provides detailed instruction for completing the maintenance items outlined in the maintenance schedule in Section XVI. In addition to this maintenance, the CHALLENGER should be serviced at the beginning of the heating season by a qualified service technician.**

### **17.18 Check Burner Flame**

12. Re-assemble the front plate of the heat exchanger onto the heat exchanger with previously removed bolts and washers. Ensure the gasket and combustion chamber insulation is in place and not damaged, replace gasket and insulation if necessary. See WARNING on page 53. Ensure all bolts are tight.

### **17.22 Review With Owner**

Ensure the owner understands the importance to perform the maintenance schedule specified in this manual.

Remind the owner of the importance to call a licensed contractor should the appliance or system exhibit any unusual behavior.