



WARRANTY BULLETIN

Subject: Warranty Claim Requirements – Boilers

Date: 7/16/2019

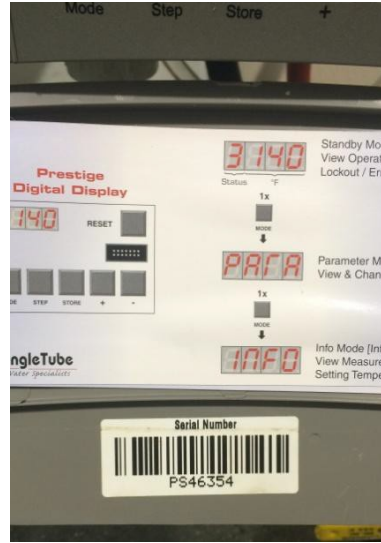
Claim Requirements:

1. The warranty claim can only be submitted by the distributor.
2. **Do not discard any items** until receiving written approval from Triangle Tube Warranty Department to do so.
3. Attach the following photos and/or videos when filing a claim at www.triangletube.com:
 - Clear photo of the rating label, including the original serial number.
 - A close up photo(s) of the boiler with the front panel removed showing the failure/damage area.
 - If the failure includes unusual noises, a short video is also required.
 - A photo(s) of the surrounding area within 4 feet of the boiler.
 - A photo(s) showing the domestic and boiler connections.
4. If unable to attach photos to the claim request, photos may be emailed to warranty@triangletube.com. Please include the serial number or assigned warranty claim number (W, R, or B followed by a six digit number) in the email subject line. **Photos sent without either number cannot be matched to the appropriate claim file.**
Please provide all required photos in a timely manner in order to expedite the claims process.
5. Warranty Claims will automatically deactivate in 30 days if the required pictures are not provided to Triangle Tube.
6. The heat exchanger may be required to be shipped to Triangle Tube to complete the claims process.
7. Additional items may be required depending on the type of claim.

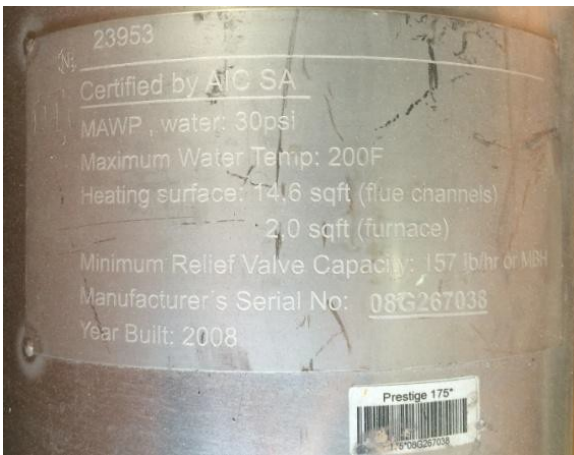
Sample Photos



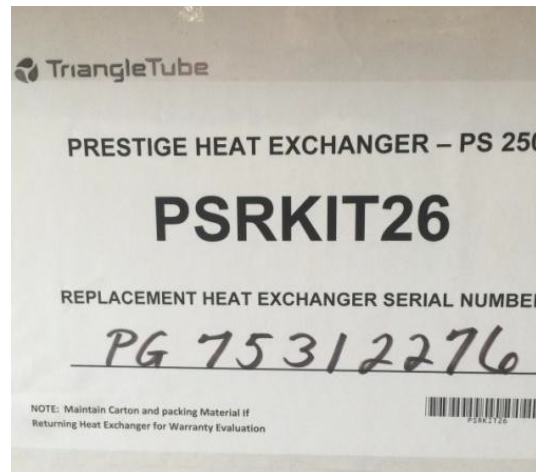
Prestige Trimax Boiler rating label with Serial Number



Prestige MCBA Boiler Serial Number



Picture showing the name plate of a heat exchanger



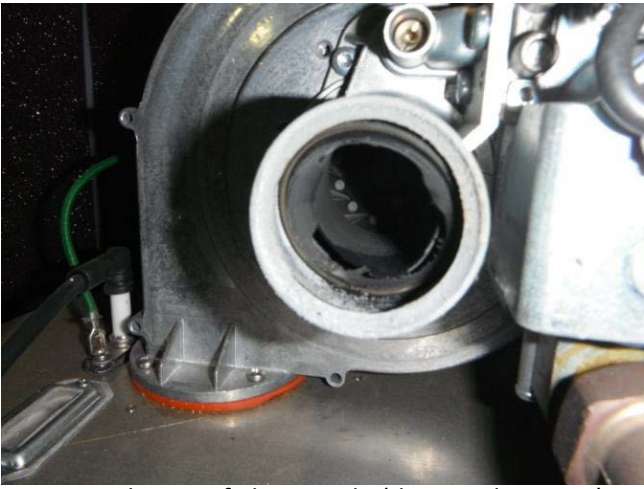
Picture showing the box label for a REPLACEMENT heat exchanger



Overall photo of the boiler with the front jacket removed



Picture showing boiler connections



Picture showing failure mode (damaged Venturi)



Picture showing failure mode (broken stud)



Picture showing failure mode (pin hole leak in the Excellence tank nipple connection)



Picture showing failure mode (circular weld leak)



Picture showing failure mode (leak at weld)



Picture showing failure mode (pin hole leak in the weld)