

PRESTIGE SOLO & EXCELLENCE – PRODUCT SAFETY RECALL

Serial Number Prefix beginning with PT, PA, PEA or PB

Produced between November 2011 to October 2019

Frequently Asked Questions (FAQs) helpful guide for the Homeowner/Consumer

Q. Why is Triangle Tube conducting this recall?

A. We are conducting this recall because the safety of our customers is our top priority at Triangle Tube. We have recently added a safety feature into new boilers that we want to incorporate into all Triangle Tube boilers – new and old. This modification to the boiler addresses the adapters that sit on top of the boiler to prevent the leakage of carbon monoxide (CO) from the product.

Q. What is the problem with my product?

A. After repair or maintenance, flue gas can escape from the boiler if the vent adapter is not securely reattached to the boiler. This would pose a carbon monoxide poisoning hazard to customers.

We have changed the way our vent adapters attach to the top of the boilers and want to see that change applied to all boilers. This recall will help ensure that the vent adapters continue to provide a gas-tight seal.

Q. How is Triangle Tube conducting this recall?

A. Triangle Tube is offering to arrange for a professional technician to perform a minor modification to affected boilers free-of-charge. The modification to the boiler addresses the adapters that sit on top of the boiler. The adapters of boilers subject to this recall are attached to the housing with a press-fit method. Triangle Tube has changed the design for its boilers and now uses screws to attach the adapters, and we would like to incorporate this safety feature on all boilers in the marketplace. We are offering to arrange for a professional technician to attach the adapters to the boiler housing with screws.

Q. How can I tell if my boiler is affected by the recall?

A. Consumers can call us at 877-574-5036 in the U.S. or Canada to determine if your product is impacted. Consumers **should not** open up boilers to examine serial numbers inside.

For more help, please refer to the help document with illustrations and instructions on “how to identify if my boiler is subject to this recall” on our website www.triangletube.com.

Q. How do I participate in the recall?

A. Consumers can contact us on our toll-free number 877-574-5036 and our representatives will help determine if your product is impacted. If your boiler is subject to the recall, we will arrange for a professional technician to perform a modification to the product free-of-charge.



Q. What if I do not know if it is manufactured by Triangle Tube or is one of the affected boilers?

A. Contact your installer or maintenance contractor to advise you of the make and model of the boiler from his or her records.

Call us and a customer service representative will personally help you determine if your boiler is subject to this recall. Consumers can call 877-574-5036 in the U.S. or Canada to determine if your product is impacted.

Triangle Tube will be contacting all known owners of boilers subject to the recall from our records. If you have registered the warranty with Triangle Tube, call us to confirm your contact information, confirm if your boiler is subject to the recall and schedule a professional technician to perform the modification free-of-charge. Consumers can call 877-574-5036 in the U.S. or Canada.

Q. Is my product dangerous?

A. Not if it is installed and maintained in accordance with our instructions. However, we have learned that after repair or maintenance, flue gas can escape if the vent adapter is not securely reattached to the boiler. This would pose a carbon monoxide poisoning hazard to customers. We have changed the way our vent adapters attach to the top of the boilers and want to see that change applied to all boilers.

Even though we have no reason to believe your product is unsafe, we are asking all customers with boilers subject to this recall to immediately contact us for a free repair.

Q. The Recall suggests a “repair.” Is my boiler broken?

A. We do not have reason to believe your boiler is broken. The existing boiler vent adapters subject to this recall all comply with industry standard safety specifications and performance requirements. However, Triangle Tube now uses screws to attach the vent adapters to the boiler external housing. We believe that this will help ensure a safe environment for customers and want all boilers to employ this feature.

Q. My product is affected by this recall but it appears to be okay. Can I continue to use it?

A. Yes, but even though your product appears to be safe, we are asking all customers with boilers subject to this recall to immediately contact us for a free repair. Consumers can contact us on our toll-free number **877-574-5036** in the U.S. or Canada to determine if your product is impacted.

Triangle Tube has worked closely with U.S. Consumer Product Safety Commission and Health Canada on this recall. In the interests of safety, the CPSC has asked us to remind you that you should have a CO (Carbon Monoxide) alarm detectors on each floor and adjacent to sleeping areas.

If you do not have a carbon monoxide alarm, contact us on our toll-free number **877-574-5036** and we will arrange to have one shipped to you free-of-charge.

If you have a working CO alarm, you can continue to operate the appliance but make sure that all residents are familiar with the alarm sound and prepared to evacuate the property immediately and call emergency services if the alarm sounds.

Q. I do not have a CO alarm, can I still use my boiler?

A. No. You should only continue using a boiler if you have a working CO (Carbon Monoxide) detector. Failure to install carbon monoxide detectors with alarms can result in serious injury or death.



If you do not have a carbon monoxide alarm, contact us on our toll-free number **877-574-5036** and we will arrange to have one shipped to you free-of-charge.

If you have a working CO alarm, you can continue to operate the appliance, but make sure that all residents are familiar with the alarm sound and prepared to evacuate the property immediately and call emergency services if the alarm sounds.

Q. I no longer have the receipt for the product. Do I need it for the free-of-charge visit and modification?

A. No, we do not require a receipt or proof of purchase to participate in the recall. We will still arrange to repair your boiler if we determine that it is subject to this recall.

Q. Can I inspect and repair my own boiler?

A. No. For your safety, it is important that the boiler is repaired by a qualified technician.

Q. Can I receive a refund for my product?

A. We are not offering refunds because the boiler is not defective and does not need to be replaced. We are offering to implement a simple modification free-of-charge to incorporate a new safety feature to your boiler.

Q. How long does the repair of my boiler take?

A. It should take approximately one hour to conduct the repair.

Q. How long will it take to receive the repair?

A. We estimate approximately four weeks to schedule a professional technician to perform the modification on your boiler. We apologize for any inconvenience this might cause, and we assure you that we are working as quickly as possible to modify your product.

It may be faster to get the modification performed by your maintenance contractor or preferred installer/contractor, if you have one. If you decide to go this route, please ensure that your preferred installer/contractor works with us to make arrangements to perform the modification with our repair kit and instructions.

Q. How do I know if I have carbon monoxide poisoning?

A. Because CO is odorless, colorless, and otherwise undetectable to the human senses, people may not know that they are being exposed. The CPSC has helpful safety guides on their website, www.cpsc.gov, including symptoms commonly associated with CO poisoning. **If you suspect CO poisoning, get outside to fresh air immediately, and then call 911.**

