

Important Recall Information

SAFETY RECALL NOTICE – Prestige Solo, Prestige Excellence and Aerco condensing gas boilers

This notice applies to boilers with serial number prefix beginning with AE, PT, PA, PTE and PEA sold between December 2011 and April 2019.

To determine if your boiler is affected by the recall, visit <https://r2r.triangletube.com> or click on this QR code:



February 27, 2025

Dear Triangle Tube Customer,

Triangle Tube is conducting a voluntary safety recall of certain Prestige Solo, Prestige Excellence and Aerco Esteem condensing gas boilers, in cooperation with the U.S. Consumer Product Safety Commission (CPSC) and Health Canada. The recalled boilers can release carbon monoxide due to delayed ignitions or component damage, posing a risk of serious injury or death. Improper combustion settings can increase this hazard

Triangle Tube has received two reports of death—one in 2015, and one in 2016 following a repair—due to carbon monoxide poisoning and 25 reports of carbon monoxide leaks associated with the recalled boilers. Our records show that you may have a recalled boiler. Triangle Tube has arranged for an inspection and repair of the recalled boilers. While waiting for the repair, you should have a working carbon monoxide detector in your home. If you do not have a CO detector, contact Triangle Tube at **877-574-5036** and we will send you one for free.

What is being recalled?

This recall includes 27 models of the Prestige Solo & Prestige Excellence boilers, and 2 models of Aerco Esteem condensing gas boilers manufactured between December 2011 and April 2019. This recall

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applies to boilers with serial number prefixes beginning with AE, PT, PA, PTE and PEA. Triangle Tube has arranged for technical service professionals to make these repairs in customers' homes, free of charge.

How do I know if my boiler is recalled?

The recalled boilers are wall-hung boilers (they do not sit on the floor) in a white metal box. "Prestige" is printed on the white front panel of the recalled Prestige Solo and Prestige Excellence boilers and "Aerco" is printed on the front of the recalled Esteem boilers. The boilers were manufactured between 2011 and 2019 and recalled boilers have a serial number beginning with AE, PT, PA, PTE and PEA.

You can also call us at 877-574-5036, email at productrecall@triangletube.com or visit our website at <https://r2r.triangletube.com> for more information.

What is Triangle Tube doing?

Triangle Tube has arranged for an inspection and repair at no charge to you. To register for the recall, or if you have any questions, please contact Triangle Tube at **877-574-5036** from 8 a.m. to 5 p.m. ET Monday through Friday or at productrecall@triangletube.com. More information about the repair and the recall can be found at <https://r2r.triangletube.com> or by scanning this QR code:



What if I no longer have the recalled boiler?

Please call or email us using the contact information above so we can update our records.

We regret the inconvenience this may cause and appreciate your assistance implementing this recall.

Sincerely,

Triangle Tube – Customer Service