



**PRODUCT SAFETY RECALL – PRESTIGE Solo & Excellence Boiler  
Manufactured & Shipped in the period November 2011 to October 2019**

**PRESTIGE BOILERS Serial Number Prefix beginning with PT, PA, PEA, PB manufactured between  
November 2011 to October 2019 (Appliance Code PT and PA Series)**

Date: July 2020

Dear Valued Triangle Tube Contractor,

As a manufacturer of high-quality equipment, the quality and safety of our products is of the utmost importance to us. Please read this letter carefully as we rely on your assistance in this matter. Triangle Tube has decided to launch a voluntary field recall to repair Prestige Solo & Excellence boilers manufactured between November 2011 and October 2019 for a risk of carbon monoxide leakage.

Our records show that you may be a registered installer of a Triangle Tube – Prestige Solo or Excellence Boilers and we kindly ask you to consider conducting the repair of the boiler for your customer at our expense.

Triangle Tube will provide the following to you

- All parts necessary for the field rework shipped free to the contractor address;
- Complete work instructions with step-by-step directions;
- A labor allowance of up to \$300 per boiler applies, upon completion of the rework and reporting requirements.

Installers that want to perform their own work

5 or fewer homeowner names, please call Triangle Tube with homeowner & boiler information

More than 5 names, please send completed spreadsheet to Triangle Tube @

[warranty@triangletube.com](mailto:warranty@triangletube.com)

Labor Rates: The CAP for labor is \$300 per visit and \$200 per additional boiler if multiple boilers are installed on same property (site) as examples ...

1 boiler = \$300  
2 boilers = \$500  
3 boilers = \$700  
4 boilers = \$900  
5 boilers = \$1100

Please contact Triangle Tube to run through the details and requirements of the program and organize conditions of your service call. You have first opportunity to repair the boilers you install & maintain. If for some reason you prefer not to carry out the repair, Triangle Tube will arrange for alternative contractors to perform the repair on our behalf.

If you have installed other Triangle Tube Prestige Solo and Prestige Excellence Boilers likely to be affected by this voluntary product recall, please provide Triangle Tube with any additional installation addresses so that Triangle Tube can check them against the list of serial numbers subject to the recall. You will find a form on our website that needs completing and sending to Triangle Tube.

Triangle Tube can be contacted toll free at **877-574-5036** from 8:00 am to 5:00 pm ET. Triangle Tube have the list of serial numbers of boilers subject to this recall and will take up to 5 customer details and serial numbers over the telephone. If you have more than 5, please complete the required information and e mail to [warranty@triangletube.com](mailto:warranty@triangletube.com)

