



IMPORTANT SAFETY RECALL – PRESTIGE SOLO & PRESTIGE EXCELLENCE BOILERS

This notice applies to boilers with serial number prefix as beginning with PT, PA, PEA, PB manufactured between November 2011 and October 2019

July 28, 2020

Dear Triangle Tube Customer,

As the original innovator of the fire tube boiler, safety is our highest priority. Our records show that you may have a Triangle Tube – Prestige boiler subject to this recall installed in your home. As one of our valued customers, we ask you to please read this letter carefully.

What is this about?

Triangle Tube is conducting a voluntary product recall to repair certain boilers in cooperation with the U.S. Consumer Product Safety Commission (CPSC). 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.

What should you do?

The first step is to determine if your boiler is affected by this recall. Please call us, toll free, at **877-574-5036**, from 8:00 am to 5:00 pm and a Triangle Tube customer service representative will help you determine if your boiler is subject to this recall. You can also go to our dedicated web page for more details, at www.triangletube.com or use the QR code below.

What if I no longer have the boiler installed in my residence?

Please call us so we can update our records accordingly.

What will Triangle Tube do?

If we verify that your boiler is affected by this recall, we will arrange for a technical service professional to come to your home, without charge to you, to perform a minor modification to your boiler.

While awaiting repair, you should have a working carbon monoxide alarm installed outside of sleeping areas in the home. If you do not have a CO detector, you may contact us toll-free at **877-574-5036** and we will arrange for the free issue of an alarm supplied by First Alert, a leading manufacturer of CO alarms.

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



Sincerely,
Triangle Tube – Customer Service

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