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

**PRODUCT SAFETY RECALL – PRESTIGE Solo & Excellence Boiler**

**Manufactured & Shipped in the period November 2011 to October 2019**

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 Stericycle with homeowner & boiler information

More than 5 names, please send completed spreadsheet to Stericycle @ [installerlist@stericycle.com](mailto:installerlist@stericycle.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 our appointed recall partner, “Stericycle” so they can run through with you 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, we will arrange for alternative contractors to perform the repair on our behalf. Stericycle have partnered with (OPW) On-Point Warranty\* who are recruiting contractors to undertake this work.

*\*Note- reduced compensation for repairs will apply if contracted through OPW as management fees are applied by OPW.*

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

Stericycle can be contacted toll free at **877-574-5036** from 8:00 am to 5:00 pm ET. They 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

IMPORTANT NOTE

Prestige Boilers manufactured and shipped by Triangle Tube since October 2019 are not affected by this recall.

Thanking you in advance for your support,

Sincerely,

**Triangle Tube – Customer Service**

If more than 5 addresses use the proforma and e-mail [installerlist@stericycle.com](mailto:installerlist@stericycle.com)

This form can be downloaded from TTP website;

