



U.S. Boiler Company, Inc.
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Customer Service: 888-432-8887
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To: Owners of Models ESC, SCG, and PVG Gas Boilers manufactured by U.S. Boiler Company, Inc.

Subject: Notice of Product Modifications Required - **Important Safety Information**

Thank you for your purchase of an ESC, SCG or PVG boiler. U.S. Boiler Company always strives to provide its customers with superior quality products, and as part of that process we periodically perform tests to help ensure our products meet or exceed all applicable standards and safety requirements. As part of these tests, it came to our attention that under certain circumstances on some ESC, SCG, & PVG boilers, excessive amounts of carbon monoxide could be emitted into the venting system that is piped to the outside of the home. Although no issues or problems have been reported, it is important that these units receive a field modification.

How do I know if my boiler is included in this field action?

Attached is a Boiler Identification Guide to help you determine if your boiler requires that these modifications be made.

Can I continue to use my boiler?

Homeowners may continue to use their ESC, SCG, or PVG boiler as normal. The company and the CPSC recommend that every home have a CO (carbon monoxide) detector installed and operating.

Is the CPSC (Consumer Product Safety Commission) involved with this field action?

Yes. Anytime a U.S. company finds one of their products out of compliance with an industry test, that company must notify the CPSC.

What has to be done to my boiler?

This field modification includes minor changes to the boiler. The modifications are straight forward for a qualified contractor and must only be done by a qualified installing/servicing contractor.

What do I do next?

U.S. Boiler Company has instructed your installing contractor to make necessary modifications to your boiler. Your installing contractor or other qualified contractor will need to schedule an appointment to perform these modifications. They will take approximately 1 to 1-1/2 hours to perform. NOTE: This operation must be performed by a qualified installer and is being provided at no cost to you.

We recommend that this modification be performed as soon as possible. We also recommend that if your contractor has not contacted you in regards to this modification that you please call your contractor and arrange an appointment for the modification.

Should you have any questions concerning this situation, please feel free to contact us by email at info@usboiler.net, or write to us at the address shown above. Our toll free customer service number is 1-888-432-8887.

Thank you for your cooperation and we apologize for any inconvenience this might cause you.

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