U.S. Boiler Company

PRODUCT BULLETIN:
IMPORTANT SERVICE INFORMATION

Aspen Fire Tube Boilers

SUBJECT: Aspen Boiler Product Update
TO: Installing Contractors of U.S. Boiler Residential Heating Boilers

U.S. Boiler Company strives to provide customers with superior quality products. As part of that process, we periodically perform tests to help ensure our products meet or exceed all applicable standards and requirements. As part of these tests, it came to our attention a limited number of ASPEN boilers may have shipped with an internal vent pipe that was manufactured incorrectly by our supplier. The number of suspect boilers is very low but U.S. Boiler Company wants to inform you of this situation and offer information so these units can be inspected and repaired if necessary. If you have any questions or need further information, please contact your local U.S. Boiler Company sales representative. Thank you for your efforts in handling this situation and for serving our customers.

What products are part of this product bulletin?

ASPEN Boilers with serial numbers and manufacturing dates between 65608376 (8/2/2017 mfg. date) and 65731003 (11/11/2019 mfg. date) are suspect.

How many of those boilers are affected?

Our supplier is unable to identify how many incorrectly manufactured vent pipes they sent to us, but our audit data shows that there are very likely only a few affected boilers within all of these serial numbers. We always want our products to be the absolute best, so we are asking our contractors to inspect every Aspen they can to ensure they are correct.

Are these boilers safe to run?

YES. We have verified there is no safety concern for currently installed boilers. If the outdoor vent would happen to become totally blocked on one of the affected boilers, the boiler will drop to a low-fire run cycle and will not restart once it satisfies a call for heat and shuts down.

What do we need to do with the boiler?

1. Disconnect power from boiler to prevent unit from starting during inspection.
2. Remove black pressure switch sensing hose (see photo A).
3. Insert an unmounted 1/16" inch drill bit into the translucent hose barb to verify there is a hole open to the inside of the vent pipe. If a hole is present, skip to step 5.
4. If no hole is present, use 1/8" bit and simply drill inside the hose barb to make a hole into the gray plastic vent pipe.
   - 4A. FOR COMBI BOILERS ONLY: If no hole is present, remove the four #2 square head screws holding the control panel mount plate assembly, and tilt the top of the plate outward (Photo B).
   - 4B. Route drill under the copper tube, and using a 1/8" bit, simply drill inside the hose barb to make a hole into the gray plastic vent pipe (Photo C).
5. Reconnect the black pressure switch sensing hose.
6. Following the procedures outlined in the Aspen Installation and Operations Manual, restore power to the boiler and verify operation.

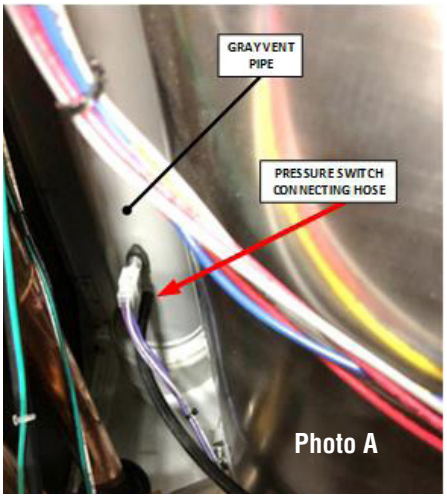

Photo A


Photo B

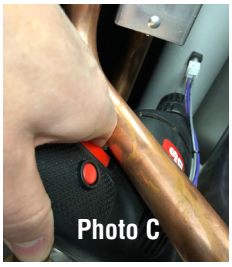
Photo C