

HANDOUTS: Product Recall: Hot Water Boiler (4 pages) Skill Builders: Key Words & Phrases, Scanning, Tables & Lists

IN THE WORKPLACE: Health Canada issues product alerts and recalls that are designed to keep consumers and workers safe. “Safety alerts” are issued as suggestions, but if a product is recalled it is always considered a danger to human health or safety. This means it could cause injury, death or adverse health effects as a result of its normal use. The Health Canada website has a special section dedicated to the recall of Tools and Electrical Products.

Read the **Product Recall Alert** to locate the following information. **Highlight** the information in the document or write your answers in the space provided.

1. How long after the posting date was the recall information modified?

2. What 2 conditions can cause the seal to deteriorate?

3. How many of the affected units were sold in Canada?

4. Is a model Tft155 purchased in October 2018 affected? Why or why not?

5. What is the common UPC prefix for all of the recalled boilers?

6. What information is different between the Canadian and American reports?

7. What is the hazard and the related danger in using the recalled product?

8. What should a consumer do both right away and later?

9. Who can install the upgrade kit?

10. Where and by what company is the product distributed?

11. The information in a product recall alert is divided into 3 sections. What would you title each section?

12. Google the product alert page of the Government of Canada website. Go to the “Tools and Electrical Products” section and select a product under current or past recall. Scan the alert for the required information to complete the table below.

Date of alert	
Affected products	
Model number	
Identified hazard	
Name of manufacturer	
Instructions to consumer	

NY Thermal Inc. (NTI) recalls Trinity Tft Gas-Fired Hot Water Boilers

Starting date: May 15, 2018
Posting date: May 15, 2018
Type of communication: Consumer Product Recall
Subcategory: Household Items, Appliances
Source of recall: Health Canada
Issue: **Public Safety**
Identification number: RA-66672

Affected products

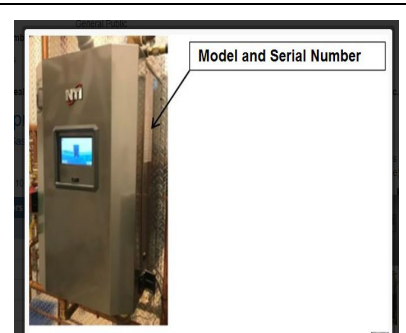
NTI Trinity Tft Gas-Fired Hot Water Boilers

Product description

This recall involves 10 models (see table below) of Trinity Tft Gas-Fired Hot Water Boilers.

The Serial Numbers range from 1000 to 1115541.

Model	UPC
Tft60	628233731005
Tft85	628233731036
Tft110	628233731067
Tft155	628233731098
Tft155	628233731128
Tft200	628233731159
Tft250	628233731180
Tft300	628233731210
Tft340	628233733467
Tft399	628233731241



Hazard identified

Deterioration of the grommet seal in certain excessively used and/or improperly installed NTI boilers could potentially permit the escape of low levels of carbon monoxide.

As of April 30, 2018 the company has received 2 reports of grommet seal deterioration in Canada, and in one of those cases there was a report of a low level emission of carbon dioxide but no reports of injuries.

Number sold

Approximately 7359 of the affected products were sold in Canada and approximately 16,000 were sold in the United States.

Time period sold

The affected products were sold in Canada and the United States from October 7, 2011 to January 24, 2018.

Place of origin

Manufactured in United States.

Companies:

Manufacturer: Duravent
Albany, New York
UNITED STATES

Distributor: NY Thermal Inc.
Saint John, New Brunswick
CANADA

What you should do

Consumers should immediately stop using the recalled boilers and contact their installer to have an upgrade kit installed. The company will pay a certified installer to complete the upgrade. The upgrade is estimated to take approximately 10 minutes, and does not require the disconnection of the exhaust venting, gas or water lines.

For more information, consumers may contact NYI toll-free at 111-111-1111, Monday to Friday 7:00 am to 7:00 pm EST, or online through the company's website.

Please note that the Canada Consumer Product Safety Act prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out the [Consumer Product Incident Report Form](#).

Date modified: 2018-05-25

Health Canada. (May 15, 2018). NY Thermal Inc. (NTI) recalls Trinity Tft gas-fired hot water boilers. <https://healthycanadians.gc.ca/recall-alert-rappel-avis/hc-sc/2018/66672r-eng.php>

Note: content has been edited for space. Do not assume all information is accurate.