

IMPORTANT SAFETY NOTICE – IMMEDIATE STEPS REQUIRED

FTG SERIES BOILERS

1. WHY YOU ARE RECEIVING THIS SAFETY NOTICE

Ariston Canada Inc., formerly NTI Boilers Inc., (“**NTI**”) is issuing this safety notice to provide important safety-related information regarding FTG series boilers manufactured by NTI before January 8th, 2026 (collectively, the “**Boilers**”). NTI is providing this safety notice to installers, owners, and users of Boilers to ensure they are installed and used safely.

Under certain installation conditions, delayed ignition may occur in the Boilers, which could contribute to damage to exhaust venting components and the potential release of combustion products, including carbon monoxide.

The presence of carbon monoxide can pose a danger to people, including serious injury and death. Due to the potential severity of the safety hazard, it is critical that all owners and users of Boilers immediately stop using the Boiler and follow the instructions below. Failure to do so could lead to a delayed ignition event, which could result in serious injury or death.

If owners/users must continue using the Boiler while awaiting repair, **it is important to confirm there are working smoke and carbon monoxide alarms installed throughout the building, including the boiler room, as stated in the owner’s manual and in accordance with applicable building codes and legal requirements.**

It is important that you immediately read and comply with this safety notice. **If you are a seller or installer who has sold or installed Boilers, it is critical that you immediately provide this safety notice to your customers currently operating Boilers.** We are requesting that you segregate and not sell, distribute, or install any remaining inventory of the Boilers, until the upgrade described below has been completed.

2. NATURE OF THE ISSUE AND POTENTIAL SAFETY RISKS

Recent field observations have indicated that delayed ignition may occur in Boilers in certain circumstances. Delayed ignition could contribute to stress or damage to exhaust venting components which could lead to **carbon monoxide** being vented into the ambient air. **This can create a serious safety risk. Carbon monoxide is a colourless, odorless, tasteless gas that can cause headache, dizziness, nausea, confusion, loss of consciousness and death to humans and animals.**

The likelihood of delayed ignition leading to damage to venting components may be increased by factors related to Boiler installation and configuration, including but not limited to:

- Improper combustion settings
- Sub-optimal venting configuration
- Inadequate venting support
- Use of venting materials without mechanical connections between components

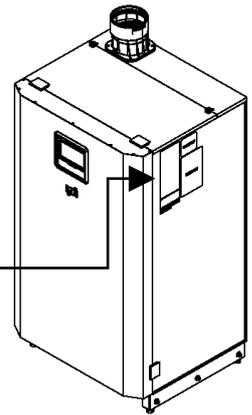
Proper installation, setup, and verification in accordance with applicable installation instructions and building codes are important to minimize potential risks of delayed ignition and to ensure safe operation of Boilers.

3. HOW DO I DETERMINE WHETHER MY BOILER IS SUBJECT TO THIS SAFETY NOTICE?

All FTG series boilers manufactured on or before January 8, 2026 are subject to this safety notice. The date of manufacture is indicated within the serial number: the 5 digits after the plant code (“C8”) correspond to the year (e.g. “26”) and day of the year (e.g. “008”). Any Boiler bearing a serial number of a different format can be assumed to be subject to this safety notice and require the upgrade.

The serial number is located on the rating plate, as shown in the adjacent diagram.

No action is required for FTG series boilers manufactured and sold on or after January 9th, 2026 (S/N: 32600[38-44] C826009xxxxxx).



4. WHAT TO DO IF YOU HAVE A BOILER SUBJECT TO THIS SAFETY NOTICE

NTI has developed a no-cost Upgrade Kit for all Boilers, which is designed to reduce the likelihood and severity of any delayed ignition. If you own or use a Boiler, **immediately stop using the Boiler** until it has been upgraded. If you are unable to stop using the boiler, immediately contact NTI (see contact information below) for assistance in having your Boiler upgraded. While you are waiting for your Upgrade Kit, **DO NOT** clear any Lockouts. Always have your Boiler evaluated by a certified technician before returning it to operation.

The Upgrade Kit [Part No. 6501412000] includes:

- A new control board with revised software
- A new ignition electrode

Upgrade Kits will be provided free of charge and can be installed by a certified technician in a short amount of time. NTI will reimburse eligible labor costs associated with installing the upgrade kit in accordance with standard service practices. Visit <https://ntiboilers.com/safety-recalls/ftg-advisory> for detailed instructions for the Upgrade Kit.

After performing the upgrade, it will be necessary for the technician to conduct a combustion test using a gas analyzer to confirm proper combustion settings before returning the Boiler to operation.

As stated in the owner’s manual, and in accordance with applicable building codes and legal requirements, it is important that users confirm that working smoke and carbon monoxide alarms are installed in the boiler room, as well as in each unit or living space in the building, including at each level and outside sleeping areas.

5. WHO DO I CONTACT?

Please confirm receipt of this notice by email response. If you have a Boiler subject to this safety notice, immediately contact NTI at FTGupgrade@ariston.com, toll-free at 1-800-688-2575, or visit our website at www.ntiboilers.com. We will then help you obtain an Upgrade Kit and assist you in arranging to have a technician install the Upgrade Kit on your Boiler.

Thank you for your cooperation and understanding in this matter.

Regards,

Goncalo Costa

Goncalo Costa
CEO – Ariston Canada Inc.