

October 29, 2026

IMPORTANT RECALL NOTICE—IMMEDIATE STEPS REQUIRED

NOTICE TO CONSUMERS

FTVN & TFTN SERIES BOILERS

1. WHY ARE YOU RECEIVING THIS RECALL NOTICE

In cooperation with the U.S. Consumer Product Safety Commission (CPSC) and Health Canada, Ariston Canada Inc., formerly NTI Boilers, (“Ariston”) is conducting a recall of certain NTI-branded FTVN and TFTN series Boilers listed in Appendix A. Ariston is recalling approximately 6,329 FTVN and TFTN series boilers manufactured by NTI between June 14, 2021, and March 20, 2023 (collectively, the “Boilers”). Our records indicate that you may have purchased or currently own or use one of the subject Boilers.

2. NATURE OF THE ISSUE AND POTENTIAL SAFETY RISKS

The condensate dish inside the boiler can crack during a delayed ignition, allowing unburned gas to build up inside the sealed cabinet. If the gas ignites, the front cover can suddenly detach, posing a risk of serious injury or death from fire, carbon monoxide (CO) poisoning, and impact hazards. The firm has received 34 reported incidents of the condensate dish breaking, including three reports of the front cover detaching from the boiler. In one reported incident the technician servicing the boiler sustained a broken jaw.

3. IMMEDIATE ACTION REQUIRED

- Determine if you have one of the Boilers identified in Appendix A.
- **Immediately stop using the Boiler and contact your service provider (certified technician) for assistance in having your Boiler repaired.**
 - If you need a contractor recommendation, please email VCexchanger@ariston.com or call 800-688-2575 for assistance.
- **DO NOT** clear any Lockouts – have your Boiler evaluated by a certified technician before returning it to operation.
- If you 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 consistent with applicable building codes and legal requirements.**

4. REPAIRING BOILERS SUBJECT TO THIS RECALL NOTICE

Ariston has developed a no-cost Repair Kit for all Boilers that must be installed to reduce the likelihood and severity of any delayed ignition.

Repair Kits will be provided free of charge and must be installed by a certified technician. Ariston will reimburse eligible labor costs associated with installing the repair kit in accordance with standard service practices. The certified technician also will conduct an inspection of the boiler to evaluate the condition of the condensate dish. If the dish is damaged in any way, Ariston will arrange for a replacement at no charge.

5. WHO DO I CONTACT?

If you have a Boiler subject to this recall, immediately contact Ariston at VCexchanger@ariston.com, toll-free at 1-800-688-2575, or visit our website at www.ntiboilers.com/safety-recalls. We will then help you obtain a Repair Kit and assist you in arranging to have a technician install the Repair Kit on your Boiler.

Thank you for your cooperation and understanding in this matter.

Regards,

Goncalo Costa

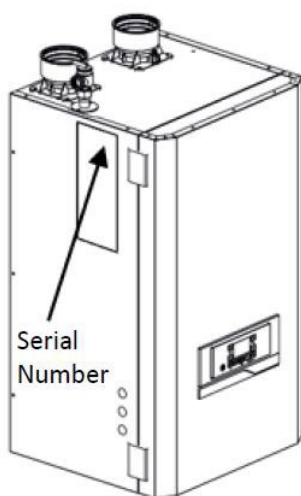
Goncalo Costa
CEO – Ariston Canada Inc.

APPENDIX A

FTVN and TFTN Series Boilers Subject to This Recall

Only the following FTVN and TFTN series boilers are subject to this recall notice. The serial number can be found on the rating plate, located on the side panel of the boiler cabinet (see diagrams).:

Model Name/Number	Serial Number Range
FTVN150/3260054	2107072138176723- 2110052238206421 and 3260054C8222970000170- 3260054C8230380000090
FTVN150C/3260055	2106142138175874 - 2110182238207369 and 3260055C8222940000044-3260055C8230730000052
FTVN199/3260056	2108162138179329 - 2110122238206830 and 3260056C8222940000032 - 3260056C8230790000049
FTVN199C/3260057	2108052138178753 - 2110132238206920 and 3260057C8223060000023 - 3260057C82303900000200
TFTN150/3260136	2109212238205511 - 2110062238206565 and 3260136C8222940000065 - 3260136C8230590000049
TFTN199/3260137	2108112238202611- 2109222238205641 and 3260137C8222940000069 - 3260137C8230340000104



FTVN Boiler



TFTN Boiler