

February 28, 2024

## **IMPORTANT SAFETY RECALL INFORMATION**

### **Notice of PRODUCT MODIFICATIONS REQUIRED**

#### **To: owners of following models, installed at altitude greater than 5,400 feet above sea level;**

- U.S. Boiler ES2 models ES23, ES24, ES25, ES26, ES27, ES28, ES29 (with or without “-N” or “-P” suffix)
- U.S. Boiler Series 3 models 303, 304, 305, 306, 307, 308, 309 (with or without “-N” or “-P” suffix)
- U.S. Boiler X-2 models X-202, X-203, X-204, X-205, X-206, X-207, X-208, X-209
- New Yorker CG-E models CG30E, CG40E, CG50E, CG60E, CG70E, CG80E, CG90E
- New Yorker CG-F models CG20F, CG30F, CG40F, CG50F, CG60F, CG70F, CG80F, CG90F
- Advantage models AG3, AG4, AG5, AG6
- FORCE models FORCE02E, FORCE03E, FORCE04E, FORCE05E, FORCE06E, FORCE07E, FORCE08E, FORCE09E
- Archer Boilers Lancer models LCR-2-038, LCR-3-068, LCR-4-102, LCR-5-136, LCR-6-170

Thank you for your purchase of one of the above boiler brands. Our factory and engineering teams always strive to provide 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 of the above listed boilers, the boiler could fail to shut off when the flue vent is blocked and carbon monoxide could be emitted into the space around the boiler. Although no incidents or issues have been reported, it is important that these units receive a field modification as soon as possible.

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

All of the above listed boiler models that are currently installed at altitude greater than 5,400 ft. above sea level ARE part of this field action. All of the above listed boiler models will require modification with an altitude conversion kit except for 2 section models X-202, CG20F, FORCE02E, and LCR-2-038. 2 section models installed above 5,400 ft. altitude will require replacement with another model. Boilers installed at altitudes up to and including 5,400 ft. above sea level ARE NOT part of this field action.

#### **Can I continue to use my boiler?**

Homeowners may continue to use all of the above listed boilers as normal. Homeowners should pursue modification with the altitude kit if part of this field action except for 2 section models X-202, CG20F, FORCE02E, and LCR-2-038. For 2-section models, homeowners should pursue replacement if part of this field action. The Company recommends that every home have a CO (carbon monoxide) detector installed and operating regardless of altitude.

#### **Has the CPSC (Consumer Products Safety Commission) been notified of this issue??**

Yes. Out of an abundance of caution and with customer safety as top priority, we have notified CPSC of this issue.

#### **What has to be done to my boiler?**

This field modification includes minor changes to the boiler except for 2 section models X-202, CG20F, FORCE02E, and LCR-2-038. The modifications must only be installed by a qualified installing/servicing contractor. 2 section models X-202, CG20F, FORCE02E, and LCR-2-038 must be replaced with a different model. Replacement of 2 section models must only be completed by a qualified installing/servicing contractor. We recommend that this field action be performed as soon as possible.



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**What do I do next?**

We have instructed your installing contractor to make necessary modifications to your boiler except for 2 section models X-202, CG20F, FORCE02E, and LCR-2-038. Your installing contractor or other qualified contractor will need to schedule an appointment to perform these modifications. They will take approximately 1 hour to perform. NOTE: This modification must be performed by a qualified contractor and is being provided at no cost to you. Time to complete replacement of 2 section models will vary. Replacement of 2 section models must only be completed by a qualified installing/servicing contractor and is being provided at no cost to you.

We recommend that this field action be performed as soon as possible. We also recommend that if your contractor has not contacted you in regards to this field action that you please call your contractor and arrange an appointment for this work. Should you have any questions concerning this situation, please feel free to contact us by email at [info@usboiler.net](mailto:info@usboiler.net), or call us at our toll free customer service number of 1-888-432-8887.

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

**Chris Mitchell**

VP of Sales, Wholesale Products

HSSC, representing;

U.S. Boiler Company, New Yorker Boiler Company, Archer Boilers, and boilers manufactured under Advantage and Force brands