SAFETY ALERT

NOVA SCOTIA

Safety Alert Number: **0000014**
Issued **June 4 ,2026** by **Paul Fowler, Chief Inspector, Fuel Safety**
Department of Labour, Skills, and Immigration

NTI Boiler Safety Alert

Legal information

Issued pursuant to section 30 of the Technical Safety Act

Summary

- Ariston Canada Inc. (formerly NTI Boilers Inc) has issued a safety notice alert affecting certain gas boilers manufactured on or before January 8, 2026 that may experience delayed ignition under certain circumstances.
- Delayed ignition may cause damage to venting systems leading to carbon monoxide leakage.
- Ariston Canada Inc. is advising owners of affected boilers to stop using the boiler and contact Ariston for repair information. **See attached notifications from Ariston**.
- The installation of any repair parts must be done by a Nova Scotia licensed gas technician.

Contact us

Safety Branch – safetybranch@novascotia.ca
Labour, Skills and Immigration - 1-800-952-2687

March 5, 2026

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 safetyrelated 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

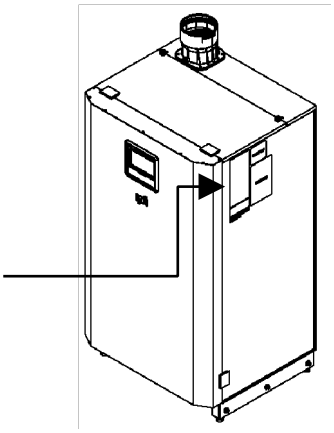
Recent field observations have indicated that delayed ignition may occur in Boilers in certain circumstances. Delayed ignition could contribute to stress or damage to exhaust venting components which could lead to **carbon monoxide** being vented into the ambient air. **This can create a serious safety 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] C826009xxxxxxx).

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.

6 mars 2026

AVIS DE SÉCURITÉ IMPORTANT – MESURES IMMÉDIATES REQUISES
CHAUDIÈRES FTG

1. POURQUOI VOUS RECEVEZ CET AVIS DE SÉCURITÉ

Ariston Canada Inc., anciennement Chaudières NTI Inc., (« **NTI** ») publie cet avis de sécurité afin de fournir des renseignements importants sur la sécurité des chaudières de la série FTG fabriquées par NTI jusqu'au 8 janvier 2026 (collectivement, les « **chaudières** »). La NTI fournit cet avis de sécurité aux installateurs, propriétaires et utilisateurs de chaudières pour s'assurer qu'elles sont installées et utilisées en toute sécurité.

Dans certaines conditions d'installation, un allumage retardé peut se produire dans les chaudières, ce qui pourrait endommager les composants des évents d'échappement et libérer des produits de combustion, y compris le monoxyde de carbone.

La présence de monoxyde de carbone peut présenter un danger pour les personnes, y compris des blessures graves et la mort. En raison de la gravité potentielle de ce risque, il est essentiel que tous les propriétaires et utilisateurs de chaudières cessent immédiatement de les utiliser et suivent les instructions ci-dessous. Le non-respect de ces instructions pourrait entraîner un incident d'allumage retardé, qui pourrait causer des blessures graves ou la mort.

Si les propriétaires/utilisateurs doivent continuer d'utiliser la chaudière en attendant d'être réparés, **il est important de confirmer que des détecteurs de fumée et de monoxyde de carbone sont installés dans tout le bâtiment, y compris la chaufferie, conformément au manuel du propriétaire, aux codes du bâtiment et aux exigences légales**.

Il est important que vous lisiez immédiatement cet avis de sécurité et que vous vous y conformiez. **Si vous êtes un vendeur ou un installateur qui a vendu ou installé des chaudières, il est essentiel que vous fournissiez immédiatement cet avis de sécurité à vos clients qui utilisent actuellement des chaudières.** Nous vous demandons de séparer et de ne pas vendre, distribuer ou installer tout inventaire restant des chaudières, jusqu'à ce que la mise à niveau décrite ci-dessous ait été effectuée.

2. NATURE DU PROBLÈME ET RISQUES POUR LA SÉCURITÉ

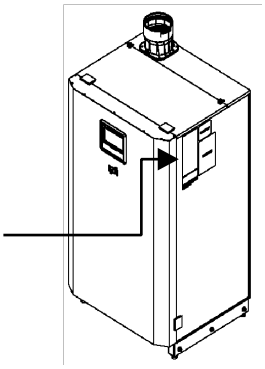
Des observations récentes sur le terrain indiquent qu'un allumage retardé peut se produire dans les chaudières dans certaines circonstances. Un retard d'inflammation pourrait contribuer à stresser ou à endommager les composants du système d'échappement, ce qui pourrait entraîner l'évacuation du **monoxyde de carbone** dans l'air ambiant. **Cela peut créer un risque sérieux pour la sécurité. Le monoxyde de carbone est un gaz incolore, inodore et insipide qui peut causer des maux de tête, des vertiges, des nausées, de la confusion, des pertes de conscience et la mort chez les humains et les animaux.**

La probabilité d'un allumage retardé entraînant des dommages aux composants du réseau d'évacuation des gaz d'échappement peut être augmentée par des facteurs liés à l'installation et à la configuration de la chaudière, notamment :

- Réglages de combustion inadéquats
- Configuration du réseau d'évacuation des gaz de combustion sous-optimale
- Support du réseau d'évacuation des gaz de combustion inadéquat
- Utilisation de matériaux d'évacuation des gaz de combustion sans liaisons mécaniques entre composants

Une installation, une configuration et une vérification correctes, conformément aux instructions d'installation et aux codes du bâtiment applicables, sont importantes pour minimiser les risques potentiels d'allumage retardé et pour assurer le fonctionnement sécuritaire des chaudières.

3.COMMENT PUIS-JE DÉTERMINER SI MA CHAUDIÈRE EST CONCERNÉE PAR CET AVIS DE SÉCURITÉ?



Toutes les chaudières de la série FTG fabriquées au plus tard le 8 janvier 2026 sontconcernées par cet avis de sécurité. La date de fabrication est indiquée dans le numérode série: les 5 chiffres après le code d'usine (« C8 ») correspondent à l'année (p. ex. «26»)et jour de l'année (p. ex. "008"). Toute Chaudière portant un numéro de série d'un autreformat peut être supposé être concernée par cet avis de sécurité et nécessiter la mise àniveau.

Le numéro de série se trouve sur la plaque signalétique (voir le diagramme ci-contre).

Aucune mesure n'est requise pour les chaudières de la série FTG fabriquées à partirdu 9 janvier 2026 (S/N: 32600[38-44] C826009xxxxxxx).

4.QUE FAIRE SI VOUS AVEZ UNE CHAUDIÈRE CONCERNÉE PAR CET AVIS DE SÉCURITÉ ?

NTI a développé une trousse de mise à niveau gratuite pour toutes les chaudières, conçue pour réduire laprobabilité et la gravité de tout allumage retardé. Si vous possédez ou utilisez une chaudière, **cessezimmédiatement de l'utiliser** jusqu'à ce qu'elle ait été mise à niveau. Si vous n'êtes pas en mesure d'arrêterd'utiliser la chaudière, communiquez immédiatement avec NTI (voir les coordonnées ci-dessous) pour obtenirde l'aide afin de faire inspecter et mettre à niveau votre chaudière. Pendant que vous attendez votre troussede mise à niveau, **NE** supprimez aucun verrouillage. Faites toujours évaluer votre chaudière par un techniciencertifié avant de la remettre en service.

La trousse de mise à niveau [No de pièce : 6501412000] comprend:

-Une nouvelle carte de contrôle avec un logiciel révisé
-Une nouvelle électrode d'allumage

Les trousses de mise à niveau seront fournies gratuitement et peuvent être installées par un technicien certifié en peu de temps. NTI remboursera les coûts de main-d'oeuvre admissibles associés à l'installation de la trousse de mise à niveau conformément aux pratiques de service standard. Pour obtenir des instructions détaillées sur la trousse de mise à niveau, visitez https://ntiboilers.com/safety-recalls/ftg-advisory.

Après avoir effectué la mise à niveau, le technicien devra effectuer un essai de combustion à l'aide d'un analyseur de gaz pour confirmer les réglages de combustion appropriés avant de remettre la chaudière en fonctionnement.

5.QUI CONTACTER ?

Veuillez confirmer la réception de cet avis par courriel. Si vous possédez une chaudière concernée par cet avisde sécurité, communiquez immédiatement avec NTI à l'adresse FTGupgrade@ariston.com, sans frais au 1-800-688-2575, ou visitez notre site Web à l'adresse www.ntiboilers.com. Nous vous aiderons ensuite à obtenirune trousse de mise à niveau pour votre chaudière.

Nous vous remercions de votre collaboration et de votre compréhension.

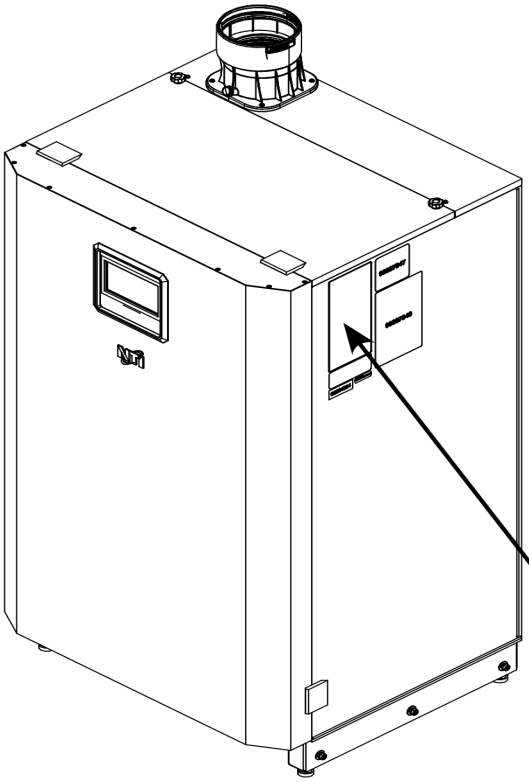
Cordialement,

Goncalo Costa

Goncalo Costa
Goncalo Costa CEO – Ariston Canada Inc.
Ariston Canada Inc. | 30 promenade Stonegate, Saint John, N.-B. E2H 0A4 | www.ntiboilers.com

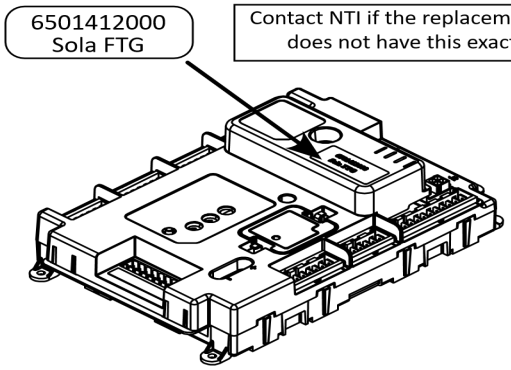
February 13th, 2026
FTG Safety Advisory – Mandatory Upgrade

Upgrade Instructions – For all FTG boiler models (FTG600 - FTG2400)



Part No. 6501412000 – FTG Upgrade Kit Contents:

- Replacement Sola control PCB (+ return label)
- New ignition electrode w/ gasket (+ 2x screws)



Note: Due to the potential safety concern, the old control *and* electrode MUST be returned to NTI using the return label provided. The boiler's S/N (embedded in the label) will be flagged until the control is received.

Tools required:

- Screwdrivers (T20; PH; ¼" Hex)
- Gas analyzer (CO; CO_2)

WARNING

The controller (Part No. 6501412000) is configured specifically for use with FTG series boilers only, FTG600-2400 inclusive. This controller shall NOT be used with non-FTG series boilers. Use of this controller on boiler models other than the FTG series will override some safety features and may lead to unsafe operation resulting in fire, explosion, property damage or death.

WARNING

These instructions must only be used by a qualified installer / service technician. Read all steps of these instructions before continuing. Perform ALL steps in the given order. Failure to do so could result in property damage, severe personal injury, or death.

The instructions provided in this document are a supplement to the Installation and Operating Manual (IOM) originally provided with the boiler. Failure to follow the Installation and Operating Instructions may result in fire, explosion, property damage, physical injury or loss of life.

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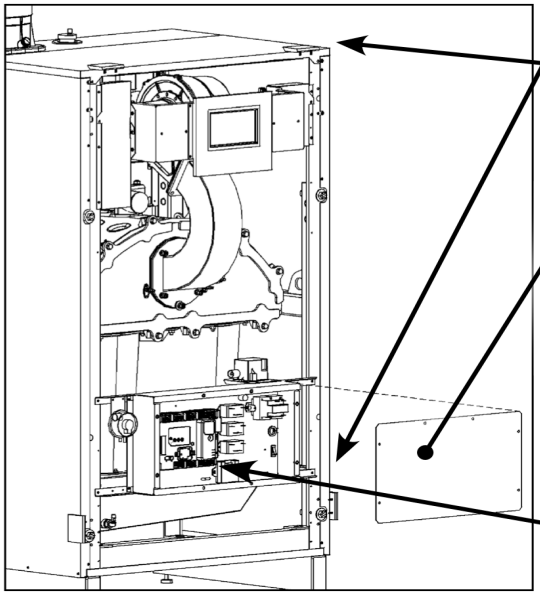
Fuel safety: classifications and licence requirements | novascotia.ca

Issued June 4, 2026

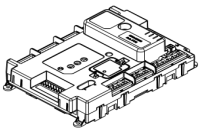
FTG Safety Advisory - Mandatory Upgrade

BEFORE YOU START — De-energize the boiler and close the gas shut-off valve to the unit

STEP 1 — Replace Control (Sola)



1. Remove Front Panel (4 latches)
2. Remove Control Panel Cover (4 PH screws)
3. Disconnect harnesses from control (connectors are keyed to prevent misconnection)
4. Remove old control (4 (four) ¼" Hex screws)
5. Install and connect new control

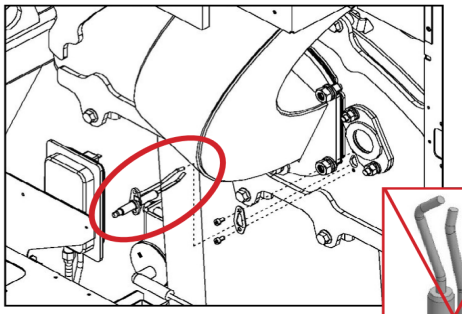


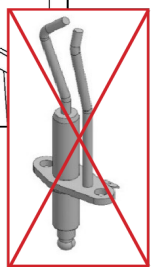
Tip: Make sure to note or record the system-specific settings (e.g. DHW and CH parameters) before removing the old control. These settings can then be applied to the new control.

Note:

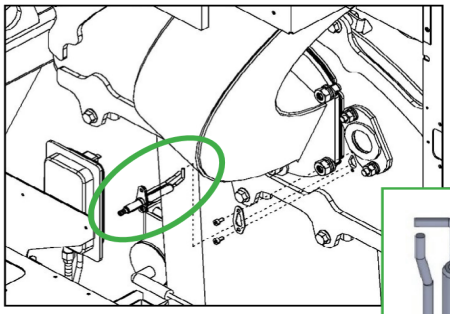
Pack the old control *and* electrode into the box and return them to NTI for reimbursement, using the return label provided.

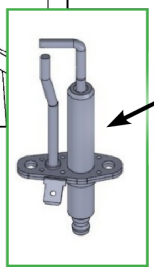
STEP 2 — Replace ignition electrode





1. Remove existing electrode (2 T20 screws) and discard gasket





2. Install new electrode with new gasket (2 T20 screws)

Longer ceramic insulation for better spark characteristics

CAUTION
Failure to replace the ignition electrode with the new electrode illustrated above may increase the risk of delayed ignition.

Re-energize the boiler and proceed to STEP 3

The gas shut-off valve must remain OFF until STEP 4

WARNING

The parameters described in the following paragraphs **MUST** be properly adjusted. Failure to correctly adjust the control parameters as required for the respective boiler model, specifically the **Modulation Rate** and fan **Pulses per Revolution**, will cause the boiler to operate at the incorrect firing rate thereby creating a risk of fire or explosion that could result in property damage, physical injury or loss of life

STEP 3 — Adjust Controller Settings

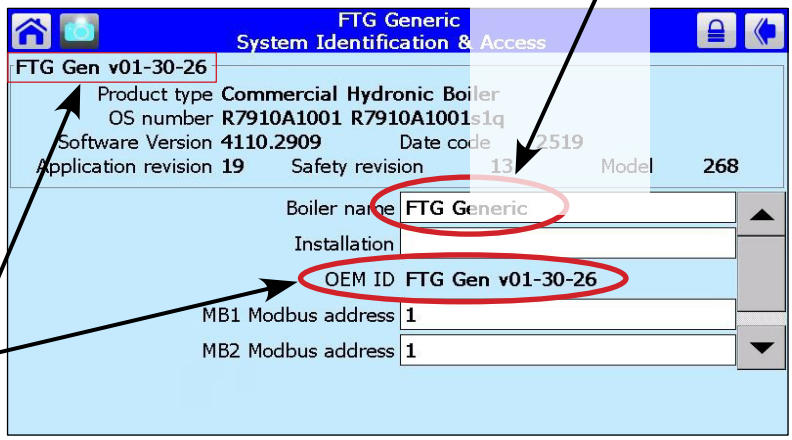
1 Control Configuration Verification

Configure

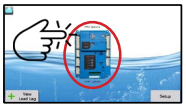
System Identification & Access

Replacement controls intended for use on FTG series boilers will have a 'version ID' (OEM ID) beginning with "FTG Gen v". If the date code isn't 01-30-26 or newer, DO NOT use the control – contact NTI for a replacement.

Adjust 'Boiler name' as desired (e.g. FTG600)



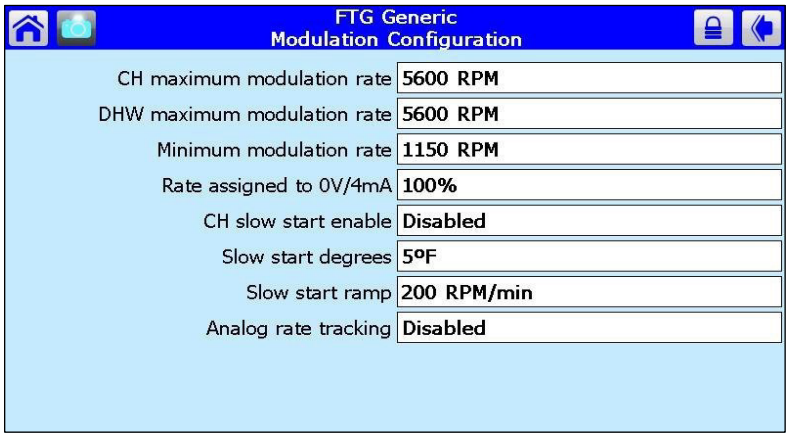
2 Modulation Rate Adjustment



Configure

Modulation Configuration

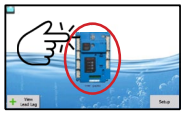
Since the replacement control is generic to all FTG series boiler models, the minimum and maximum modulation rates must be set to the applicable values in the table below.



Parameter	Description	Settings (rpm)						
		FTG600	FTG800	FTG1200	FTG1400	FTG2000	FTG2200	FTG2400
CH max. modulation rate	Maximum permissible blower speed during CH demand. Setting is model dependent.	5600	7450	8100	7800	7100	7200	8000
DHW max. modulation rate	Maximum permissible blower speed during DHW demand. Setting is model dependent.	5600	7450	8100	7800	7100	7200	8000
Minimum modulation rate	Minimum permissible blower speed. Setting is model dependent.	1150	1150	1050	1050	1050	1050	1050

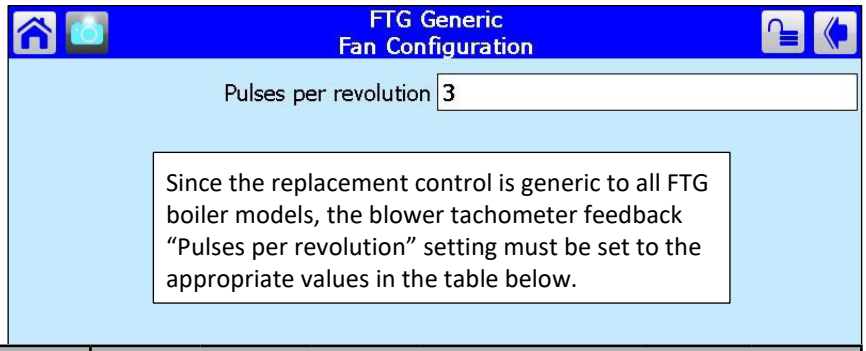
4 FTG Safety Advisory – Mandatory Upgrade

3 Pulses per Revolution Adjustment



Configure

Fan Configuration



Parameter	Description	Settings (pulses per revolution)						
		FTG600	FTG800	FTG1200	FTG1400	FTG2000	FTG2200	FTG2400
Pulses per revolution	Number of feedback pulses produced of each revolution of the combustion blower impeller.	3				2		

STEP 4 — Perform Combustion Analysis

As part of any boiler service or maintenance, it is crucial that the boiler undergo a Combustion Calibration Procedure, as detailed in Section 9 of the IOM: Gas Valve and Burner Setup.

WARNING
Set-up of the FTG gas valve must be performed by a licensed Gas Technician. Failure to perform the set-up correctly may result in incorrect operation, component failure, property damage, serious injury or death.
Combustion Calibration is mandatory upon installation and during each annual service. Failure to perform the Combustion Calibration in accordance with these instructions may result in incorrect combustion leading to burner damage or excessive Carbon Monoxide concentrations causing property damage, personal injury or death.
Carbon Monoxide – Never leave the unit operating while producing Carbon Monoxide (CO) concentrations in excess of 175 ppm. It is required that CO detectors be installed in the boiler room, as well as in each unit or living space in the building. Failure to follow this warning may result in serious injury or death.
Venting Support – Inspect the venting to ensure it is properly supported as per venting manufacturer's instructions. At a minimum, all interior vent pipe shall be supported every 36 in. ; elbows within 12 in. (each side).

STEP 5 — Return old Controller ***and*** Electrode to NTI for Reimbursement

To obtain reimbursement for completing this Upgrade procedure as instructed:

1. Return the old controller *and* electrode to NTI (using the supplied shipping label).
2. Go to https://ntiboilers.com/safety-recalls/ftg-advisory and submit the Reimbursement Form.

For technical support, or if you have any questions about these instructions, please contact us at FTGupgrade@ntiboilers.com, visit our website: www.ntiboilers.com, or call us toll-free: 1-800-688-2575[opt1].

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Saint John, NB E2H 0A4
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