

IMPORTANT SAFETY RECALL – Field Rework Required

This notice applies to the Buderus GB125/35kw oil fired boiler manufactured between 2008 and 2012

December 23, 2019

Dear Valued Customer,

As a manufacturer of high-quality equipment, the quality and safety of our product, as well as the ability to demonstrate transparency towards our customers, is of the utmost importance to us. Please read this letter carefully, as we rely on your assistance in this matter.

Our records indicate that you purchased a Buderus GB125/35kw oil-fired boiler between 2008 and 2012. Recently, we learned that under certain conditions, there is the potential for the boiler to present a carbon monoxide poisoning hazard which could cause serious injury or death.

Why are we contacting you?

We are pleased to inform you that we have a field repair to resolve to this issue. If you have not already been informed of the issue by your installing or servicing contractor, please contact them immediately to schedule a repair appointment at your home. If you have difficulty arranging this service please contact Bosch Thermotechnology Corp. at the one of the contact options below.

What is the problem? What could happen?

Bosch has determined that dirt accumulation inside the external condensate trap can lead to a flue blockage, which under certain conditions, could potentially lead to the escape of carbon monoxide (CO) during burner option. Carbon monoxide poisoning can lead to serious injury or death.

What will Bosch do?

We have reported this issue to the U.S. Consumer Product Safety Commission, and we are working with them to conduct a recall to repair boilers with output sized 35kW to address this issue.

Bosch will provide the repair parts and labor (at an approved rate) free of charge to the contractor of your choice to complete the repair. If you do not have a preferred contractor, Bosch can assist in locating and scheduling a contractor on your behalf. The repair will take approximately 1 hour to perform.

What if I no longer have the boiler installed in my residence?

Please contact Bosch at one of the contact options below so we can update our records accordingly.

Bosch Contact Information

For questions or assistance in scheduling your repair, please contact us at 800-323-1943, or via email at GB125.35Recall@us.bosch.com and reference “GB125/35 Recall” in the subject line

While awaiting your repair, we urge you to make sure you have working carbon monoxide detectors installed in your home.

Sincerely,

Bosch Thermotechnology Corp.