



***Unitary Products
Technical Services
Service Letter***

Letter: **YS-004-2017**

Date: April 12, 2017

To: All Unitary Products Branch Service, Sales, and Training Managers
All Unitary Products Distribution Service, Sales, and Training Managers

Subject: **Non-Condensing; 80k Btu; Burner Ignition Issue**

Product: YPLC, TM8Y, TM8V, TMLV, TM8T, TMLT, TM8X, TMLX, TG8S, TGLS, CPLC, LPLC, RGF2L*E, RGF1L*P, RGF1L*E, TPLC,

Summary: This letter is to provide an update on the burner ignition issues reported on the non-condensing; 80,000 Btu 33" gas furnace models.

This heating season we experienced an increasing amount of inquiries on the subject model furnaces that would not light. A review of the reports of this issue along with site visits showed that it was predominately found on the 80k Btu model. Based on this information, our engineering team worked on relocating the ignitor closer to the center of the burner opening as well as closer to the face of the burner.

The four cell (80k Btu burner) was reworked with the tooling change being completed in late February. So any 80k Btu model listed above that was produced from March 2017 forward (serial number date code W1C7) will have the ignitor in the new position. To maintain consistency among the production of the burners, we decided to relocate the ignitor position on all 80% & 90% furnace models. The dies for the other furnace models are being reworked and we expect to have all the die work completed in the next several weeks.

To address any of the subject furnaces in the field that are experiencing an issue with the burners not lighting, this service letter will provide one hour labor along with replacement of the burner box or new burner box wrapper (the new burner box wrappers should be available from Source 1 in the month of May). Make sure to reference this service letter number when filing your claim.

The part number for the replacement burner box is listed below.

S1-37327985003 4 Cell Burner Box Kit

For your information a picture of the burner box is shown below. While standard repair part burner boxes do not include the ignitor, we installed ignitors on the burner boxes that were in Source 1 inventory so that we could confirm if the ignitor was in the correct location. Rather than remove the ignitor and leave a burned in screw hole, we decided to leave the ignitors installed. So some of the burner box kits you receive may include an ignitor, which is not standard in a burner box kit. Note that all Source 1 repair part burner boxes contain the shoot through plates as depicted in the picture below.



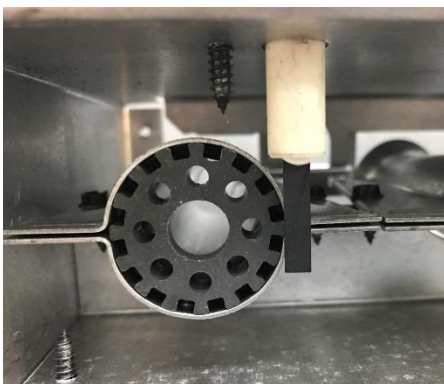
The new burner box wrapper for the 80k Btu model will be available through Source 1 in the month of May under the following part number:

S1-07339477003 (4 cell)

The burner box wrapper takes less than 5 minutes to replace once the burner assembly is removed from the furnace. Below is a picture of what the burner box wrapper looks like. Use the following link to view a short video showing the procedure used to replace a burner box wrapper.
<https://proficientechtv.23video.com/v.ihtml/player.html?token=e733e742f33d3597205bf6f4a42a6597&source=embed&photo%5fid=16633404>



Below are pictures of the ignitor in the pre March 2017 production units and a picture showing the new location on units produced in March 2017 going forward.



Pre March 2017 ignitor position



March 2017 and forward Ignitor Position

To help in identifying if the burner box is one with the latest ignitor position from March 2017 forward, we also changed the number of burner support plate holes that are present on the burner box wrapper. See pictures

below. Since we only use the one set of holes of each burner, we removed the second set of holes. This will provide you with another visual aid to confirm whether or not the burner box is the latest design.



As part of our investigation we placed an immediate hold on the repair part burner assemblies in Source 1 and sent a team over to inspect them for proper ignitor location. Burners that were found to be within the design tolerance of the 2014 standard were released for shipment, with a red happy face sticker placed on the carton label. See picture below.



Please feel free to contact the undersigned or any member of the Wichita technical service staff if you have any questions regarding this issue.

A handwritten signature in black ink that reads "Mark Freund".

Mark Freund
Sr. Manager, Residential Field Service
Johnson Controls Unitary Products