VAST-14-002 **Service Tip** **02/05/2014**

Subject: Failure to light Issues on Furnaces using a Silica Nitride Hot Surface Igniter

Reported Issue:

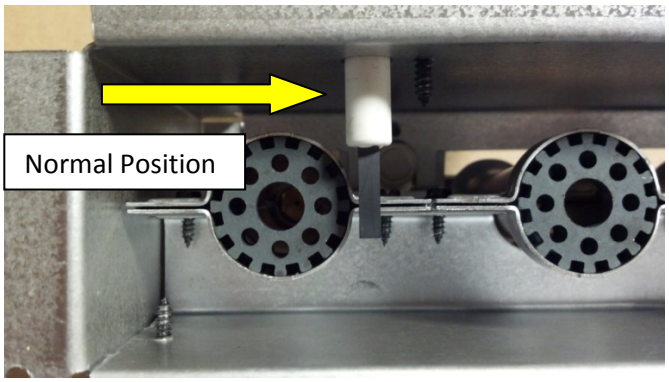
In April of 2013 York switched to using Silica Nitride igniters on most residential furnaces. Since that time we have had a small number of reports of furnaces not lighting on a call for heat. The tech can see the igniter glow and has already verified the manifold gas pressure is correctly set at 3.5"wc for natural gas. The ignition control board will eventually display a FC 7.

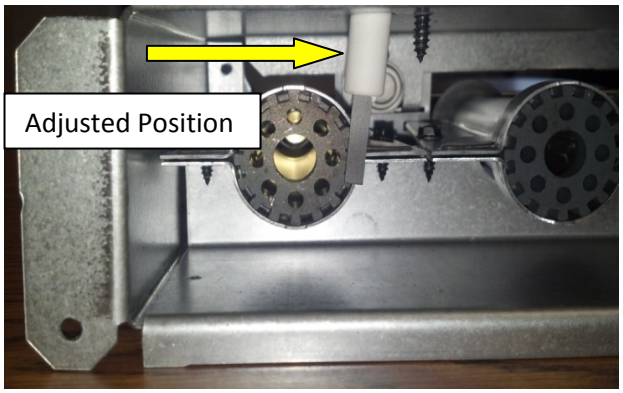
Suggested Resolution:

If you find a furnace with this issue, remove the screw holding the hot surface igniter to the burner box and carefully remove the igniter. With a pair of needle nose pliers, gently bend the bracket of the igniter so when you re-install it, the igniter will be at a slight angle. See pictures below. For reference purposes the amount of tilt is the equivalent of placing a nickel under the igniter bracket on the opposite side of the screw that holds the igniter in place.

Optionally, the existing igniter can be replaced with a Honeywell Glo Fly (Q3200U1004). This igniter is slightly longer than the original and reportedly provides the same relief as repositioning the original igniter.

NOTE: At this time the factory's preferred solution is the Honeywell Glo Fly igniter as it does not require repositioning the igniter. They are actively investigating the issue so we expect they will publish a service letter or service tip at some point in the future.





If you experience this problem and correct it with either solution outlined above, please contact your VA Air TSM and provide them with the unit serial number along with the details, including furnace orientation and venting method. This information will be forwarded to the factory to aid in the ongoing investigation and eventual permanent solution.