

Issue Date: February 5, 2019

80% Gas Furnaces & RGEA Gas Electric Package DS-GS021902

Burner Carry Over Issues

Units Involved: (*)801P, (*)801S, (*)801T, (*)802P, (*)802V, RGEA

Date Codes Involved: Production Week 4018 and Prior

Details:

- Recently there have been reports of incomplete burner carry over to all of the burners for models mentioned above. The reports are on equipment manufactured with date codes between 1818 and 3118.
- Beginning week 3118, additional dimensional checks of the burners against the drawings were added into production.
- Beginning week 3918, all inventory at RPD was cleared and replaced with burners made after 3118.
- Beginning week 4018 all old inventory was cleared at the plants.
- The problem is magnified in models with NOX inserts.
- All residential 80+ Models, and RGEA package models have burners built with the additional dimensional checks.
- Not all product produced in the suspected date ranges will have the incomplete carry over issue.

There is no date stamp on these burners so please reference the date code within the serial number of the equipment. Every effort has been made to ensure burners manufactured prior to the listed dates are not being used.

Recommended or Required Action:

Should a customer experience a unit with incomplete carryover:

- Inlet and manifold gas pressures must be verified before condemning the burner.
- Verify that all air is purged from the gas line.
- Verify Igniter location, [click here to view](#).

- If inlet and manifold pressures are found to be within tolerances, a new burner should be ordered from RPD and processed through the iWarranty system along with a \$75 allowance. Burners received from RPD will be made after W3118, and will have the extra dimensional checks.
- Please use WCN code **RB60993** on warranty claims.

NOTE: Adjusting the burner carryover in the field is not recommended.

As always, please contact your assigned District Technical Representative with any questions.

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