

DATE: November 10, 2023

PRODUCT: 2021 DXL K-Series

FROM: Technical Support Department

TITLE: Pilot adhesive change

MODELS AFFECTED: DXL-060K thru DXL-235K

DATE RANGE: January 2021 to March 2023

NOTICE – Product Enhancement:

Infrequent field reports of nuisance failures associated with the DXL-K series boilers has prompted a change to the pilot assembly. The change eliminates any potential for electrical continuity created by the adhesive that holds the fiberglass sleeve in place. Electrical continuity in the area of the pilot ignitor can interfere with the flame rectification circuit and cause a nuisance shutdown.

The primary symptom is the pilot lights but the main burners are not activated. You may also notice in some cases that the ignitor continues to spark after the pilot is lit. For boilers utilizing the Resideo (Honeywell) S9361A control, the control may display an error E-57 or an erroneous error code.

To prevent any possible electrical continuity between the ignitor and ground the adhesive used to hold the fiberglass sleeve in place has been moved from the ignitor to the other end of the sleeve. This was a rolling change implemented in March of 2023. See photos 1 & 2.

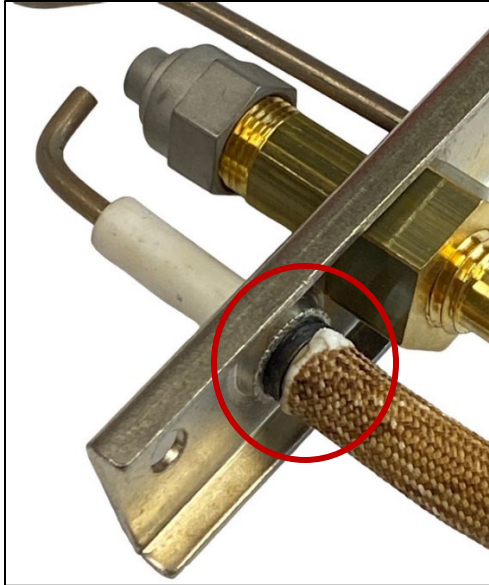


Photo 1: Original location of adhesive

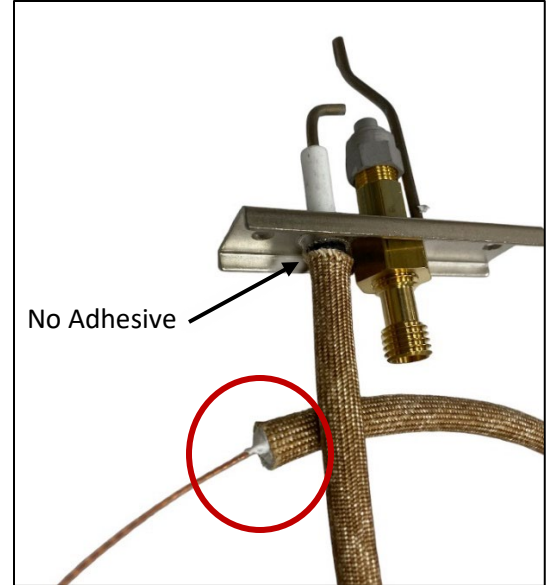
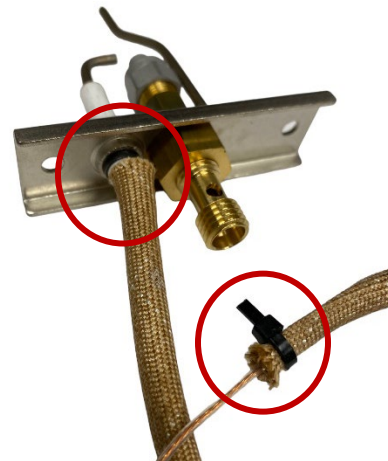


Photo 2: New location of adhesive

FIELD SOLUTION:

1. Temporary fix: Roll back the fiberglass sleeve and remove the adhesive. The adhesive can be removed by scraping it away. Use a wire tie at the opposite end of the fiberglass sleeve to hold it in place so that the pilot end covers the igniter.



2. Permanent Fix: Replace the pilot assembly, kit no. 550003793. Ensure the new pilot does not have adhesive on the igniter end of the fiberglass sleeve.

If you have any questions regarding the information contained in this bulletin, please contact our Technical Support Hotline, 1-800-253-7900.