NUMBER: I068

ISSUED: 2/1/13

REVISED: 

EXPIRES: 

DEPT: Climate Controls & Security 1510

TITLE: 90% Furnace Collector Box--Minor Condensate Leaks

CATEGORY: Informational

PRODUCT CATEGORY: Residential Furnaces

MODELS AFFECTED:

Serial Number(s) A1127 to A1240

SITUATION:
The 90% furnace team is aware of an issue with possible defects in the collector box of some 90% furnaces. In some cases, this can result in minor condensate leaks. This situation does not pose any risk to safety, degradation to performance, or reduced efficiency of the product.

Factory Part Numbers: 1185561 1184293, 1184294 & 1184295
**SOLUTION:**

The factory has implemented corrective actions to address this issue. The actions include a reduction in screw torque, an optimized torque sequence, and a rubber-backed washer between the screw head and the collector box. The factory has also implemented additional assembly process quality controls.

Factory Action:

Beginning with serial number A1241, all furnaces are assembled with a rubber-backed washer on the collector box attachment screw and have been assembled using a lower assembly torque and optimized screw tightening sequence.

The corrective actions are effective at greatly reducing collector box cracks.

Distributor Action:

In the event that a collector box leak is discovered during furnace operation, please claim the part normally through the standard warranty process. Please contact your TSM for any concerns that fall outside of the standard part warranty guidelines. Standard warranty is limited to collector boxes that have been verified to be leaking while in operation and coincide with the period of manufacturing as noted above. This standard warranty does not apply to cosmetic cracks that do not leak.

Collector boxes replaced in the field by the dealer must be returned to the distributor. Collector boxes received from the field by the distributor shall be held for inspection at their location for 60 days. TSMs will be auditing returned collector boxes.

Parts/Kits:

Replacement Components has collector box kits that include mounting screws with rubber backed washers. The instructions included with the kit explain the required tightening sequence of the collector box mounting screws. A warning was added to the instructions explaining to tighten all mounting screws by hand. Using a power screwdriver to attach the collector box to the furnace could result in damage to the collector box.

Replacement Kit Numbers: 1185561 1184293, 1184294 & 1184295