

ELECTRO INDUSTRIES - FIELD SERVICE BULLETIN

Bulletin Number 1114 Date December 16, 2008

Product Name Electro-Boiler – Midsize, Standard, and Commercial

Affected Product Model Numbers: EB-MS, -MA, -MO, -S, -WA, -WO, -C Series

Serial # N/A through 12526

Production Date N/A through 10/30/2008

FIELD INFORMATION

Background

Recently we have experienced control board (EB5623**) field failures greater than previous years and greater than we desire. After an evaluation of these field calls, evaluation of the returned boards, and further testing at the plant, it appears at certain locations and installations there is some static discharge and or stray AC voltage (noise) working its way back into the driver circuit that controls the heating element relays.

To remedy this we have added additional diodes, a decoupling capacitor, and a ground wire from the board common to the electrical system ground lug to suppress this stray voltage from getting into the driver circuit.

To our knowledge there have been zero failures on these control boards since these changes have been made.

Symptoms

Typical clues that lead to the conclusion of a control board failure are:

- The 2 amp fuse located on the control board blows and continues to do so when replaced with new ones.
- The heat call LED, off-peak LED, and power LED are illuminated on the front of the boiler, yet no stages turn on.
- 24V is applied to the E terminal and no stages turn on.

Field Action

To be clear this is **not** a recall, the vast majority of the boilers being installed are in good working order. No change required for any new or existing installations unless there is a failure.

All boilers manufactured after (10/30/2008) and with a serial number of (12527) or greater include the updated control board.

If it appears that you may have a bad control board, please contact technical support for verification.

