



VAST-16-06

Service Tip

12/09/16

Subject: 80% Furnaces with reports of failed ignition

We have received a limited number of reports of 80% furnaces where the fuel does not ignite on every call for heat. We are working closely with the factory to identify the root cause however at this point we don't have a final answer. But with that being said we do have a workable solution if you experience the issue.

The first thing to do is eliminate other possible contributors to failed ignition. Measure the input and manifold gas pressures to insure they fall within factory recommendations. The reports suggest the fuel is not igniting so grounding, or not proving flame, is not a suspect at this time although validating a good ground should always be a part of any troubleshooting effort.

With those items validated, and until we have better direction from the factory, we'd recommend replacing the factory hot surface ignitor with a Honeywell Glow Fly (Part #Q3200U1004). In all cases where this ignitor has been used as a replacement the issue has been resolved. If you utilize this solution please contact your local TSM with the jobsite information, including model/serial number. They will submit to the factory to cover the cost of the ignitor and 1 hour labor for changing it.

As mentioned, this is an interim solution until further direction from the factory has been received. As always, thank you for your business and please don't hesitate to contact me or your local Virginia Air Technical Service Manager if you have any questions regarding this program.

Regards,

Jack Bartell
Director of Service and Training