

Product Information Notice

Models: All Greenstar ZWB / ZBR Wall Hung Boilers

Subject: LP orifice O-ring replacement



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Summary:

A limited amount of Greenstar boilers were produced with LP kits containing an incorrect O-ring (figure 1). This O-ring will not allow the LP orifice to fit into the gas pipe during an LP conversion as it is too large. For proper conversion with the orifice, the o-ring must be replaced.



Figure 1

Affected units were produced between June and December of 2017 (Date code 754 to 760)

Example SN: 3730-**754**-003201-8737707071

The boiler serial number is located on top of the packaging box or on the inside of the boiler (see figure 2).

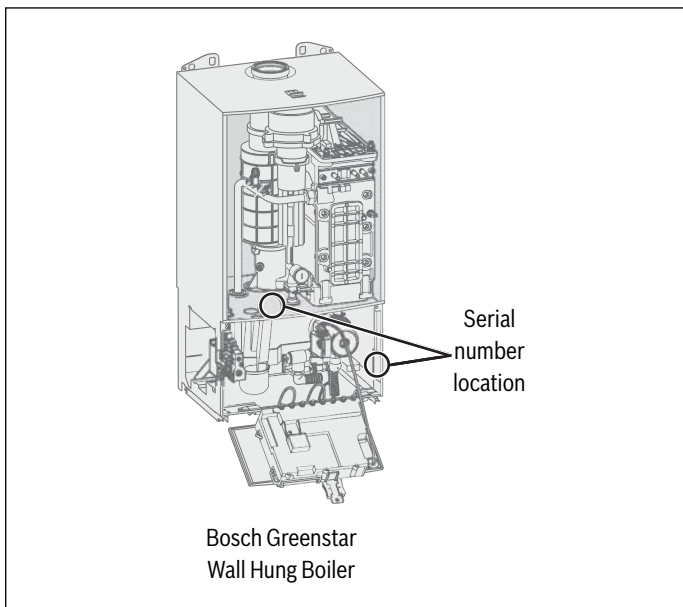


Figure 2

Field Action:

A notice with spare O-ring (figure 3) has been included with existing inventory as of 11.16.17. Any additional replacements can be obtained free of charge by contacting customer service.

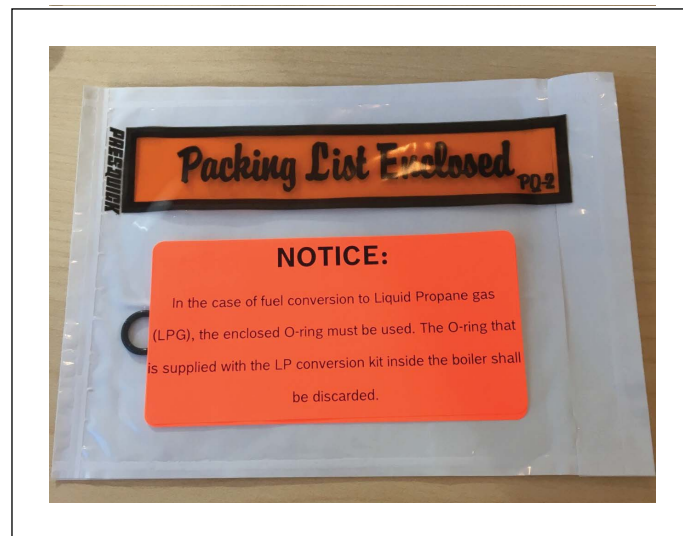


Figure 3



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