



DEALER SERVICE BULLETIN

Number: SMB13-0004

Issued: 02/08/13

Title: 90% Furnace Collector Box—Minor
Condensate Leaks

PRODUCT CATEGORY: Residential Furnaces

MODELS AFFECTED:

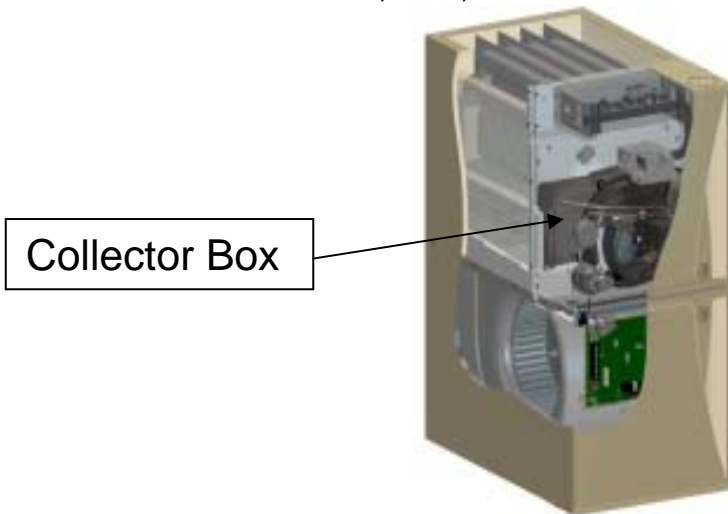
Carrier	59MN7	59TN6	59TP5	59SP5	59SC5	59SC2
Bryant	987M	986T	925T	925S	915S	912S
Payne	PG96V	PG95X	PG95S	PG92S		

Serial Number(s): 2711A to 4012A

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: 336850-701, -702, -703 & -704



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.

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: 336850-751, -752, -753 or -754

Yours Truly,



Ted Morin
National Customer Assurance Manager

Warning: Do not perform any of the servicing instructions provided in this Service Bulletin unless you are a trained and qualified technician. Observe all precautions in the instructions, equipment tags, labels, and observe all other safety precautions that may apply. Failure to follow this warning could result in property damage, personal injury or death.