

# Product Information Notice

**Models:** Singular 4000/5200 Series Boilers

**Subject:** Leaking Air Vent



### Impacted Models

Part Number	Bosch Model
7738007219	Singular 4000
7738007220	Singular 5200

Table 1

### Affected Spare Part

Part Number	Description
7738007282	Air Vent

Table 2



Figure 1 Air Vent

### Affected Date Range

All models produced prior to November 2022 (production date code <FD 279).

#### How To Find The Date Code:

The date code is a 3-digit number that is embedded in the serial number. In the example of a serial number shown below, the date code is underlined.

3520-180-000073-7738007220

### Background

During regular quality monitoring of the Singular boiler a manufacturing defect involving the air vent was discovered on a small percentage of installations. This defect may allow water to continuously escape through the air vent hose, draining into the condensate line.

This issue does not impact product operation or performance and presents no safety risk. The root cause was investigated, and a process corrective action implemented at the factory effective November 1, 2022.

### Field Action

#### For Installed Units:

During routine maintenance the air vent and condensate line should be inspected for signs of continuous water flow. This can be done by disconnecting the condensate hose connecting the air vent to the condensate trap and seeing if any water is continuously dripping. If a defective air vent is found it should be replaced under warranty. As an interim action, the air vent hose can be clamped to interrupt water flow while awaiting repair.

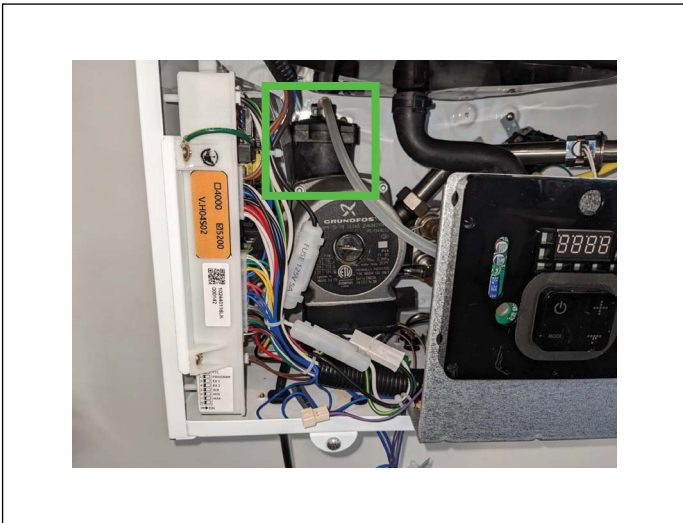


Figure 2 Air Vent Location

#### For Uninstalled Units:

No action required.

For warranty service customers can file a claim through their distributor, email [boiler.techsupport@us.bosch.com](mailto:boiler.techsupport@us.bosch.com), or call 1-800-283-3787. Please include model and serial number and include "Singular Air Separator" in the subject line.