

Technical Service Bulletin:

Condensate Trap – Manufacturing Error

Models: Bosch BGH96 (96% Condensing Gas Furnace) – All Sizes



BOSCH



Please read this entire document prior to proceeding with any work.



WARNING:

- ▶ This bulletin is intended to provide technical guidance to a professional who is qualified to work on gas boiler products and 110vac electrical components. If you are not qualified to work on such equipment, please obtain the services of such a professional.

If you have any questions regarding the information provided in this document, please contact the Bosch Technical Support Department by phone at 1-800-283-3787, or via email at furnace.techsupport@us.bosch.com.

Background

The BGH96 condensing gas furnace contains a condensate trap. We have identified that a small number of condensate traps were manufactured incorrectly.

Symptoms

If the furnace was assembled with one of the incorrectly manufactured condensate traps installed, it is likely that the condensate will not drain properly.

If the trap becomes full, the furnace may not ignite on its next call for heat and the error LED will flash seven times.

Determining Condensate Trap Manufacturing Error

1. On all of the condensate traps you will see an arrow and “This End Up” at one end of the front surface. The notice is in black, so it can be difficult to see (see Fig.1).

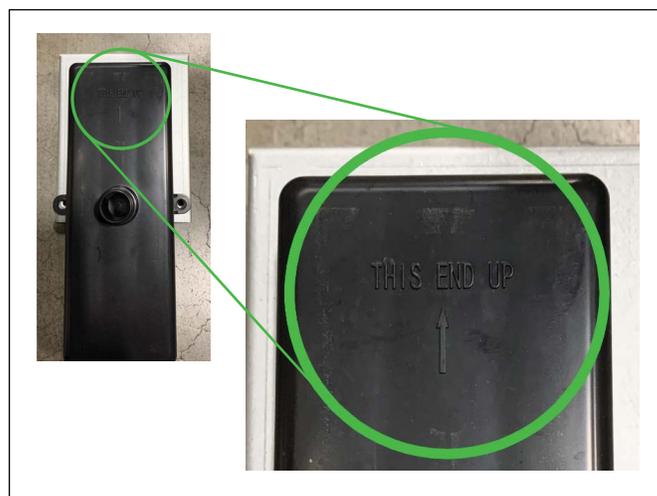


Figure 1

2. A **correctly** manufactured condensate trap has a pair of molded pipe connections on the reverse side of the trap at the same end as the “This End Up” notice (see Fig.2).

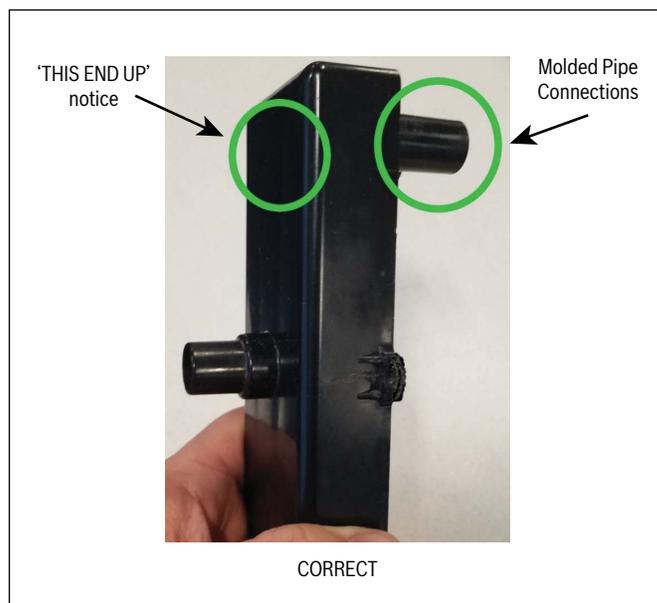


Figure 2

3. On an **incorrectly** manufactured condensate trap, the pair of molded pipe connections are at the opposite end of the trap from the "This End Up" notice (see Fig.3).

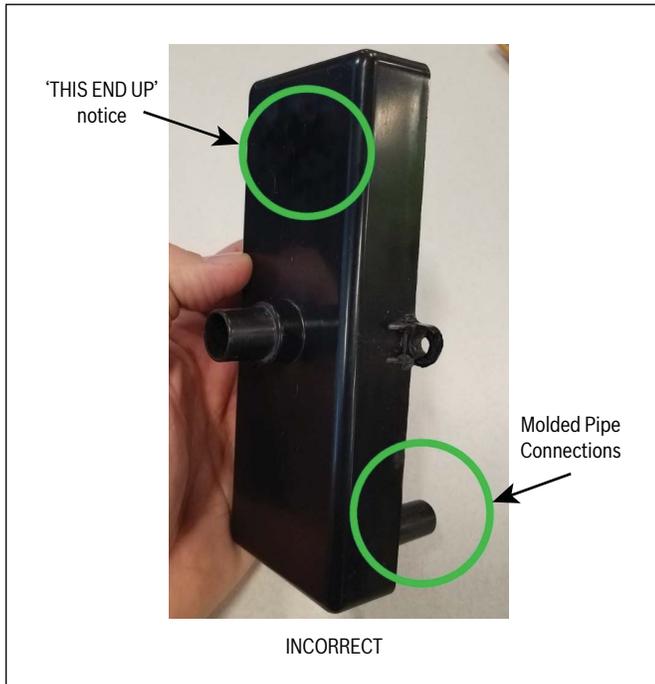


Figure 3

Resolution

- ▶ If you have a correctly manufactured condensate trap installed, no further action is needed. You can reinstall the component back into the furnace and return it to operation.
- ▶ If you have an incorrectly manufactured condensate trap, it must be replaced with a correct part before the furnace is put back into operation. Please contact our technical support team* at 1-800 283 3787, or via email at furnace.techsupport@us.bosch.com, and our technicians will arrange for a new condensate trap to be shipped to you.



Prior to contacting our support team, please ensure that you have the serial#, and installation location details noted down as our technicians will require them.



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