

Urgent Product Service Notification

Pressure Switch Tubing Upgrade Program

April 20, 2021

SL 26-260 G3 & SL 40-399 G3 – Pressure Switch Tubing Upgrade Program

It has come to our attention that a small number of SL 26-260 G3 & SL 40-399 G3-series boilers have experienced a pressure switch tubing failure. The pressure switch tubing communicates the exhaust vent stack pressure to the vent pressure switch, and is made of a 1/4"OD x 1/8" ID diameter white material.

In extreme cases, the tubing may become brittle enough to crack near the connection to the condensate pan. In all known cases, the boiler has continued to operate in a safe manner. We recommend that all SL 26-260 G3 & SL 40-399 G3 within the date range listed below be inspected and the tubing replaced as soon as possible. The venting system should be thoroughly inspected to ensure there are no blockages in either the combustion air intake tubing or flue gas exhaust tubing and that the venting system is adequately graded as instructed in the boilers Installation and Maintenance manual.

All SL-series boilers must be maintained and serviced annually by a licensed technician to ensure the boiler remains in an optimal operational state. If there is any concern about the boiler's operating condition, turn off electrical power and gas supply and contact your heating contractor to have the boiler inspected.

Identifying the Boilers:

The affected SL 26-260 G3 & SL 40-399 G3-series boilers were produced between April 2017 and March 1st, 2021, and can be identified with the serial number on the rating plate.

The rating plate which includes the model and serial number is located inside the boiler cabinet.

Serial numbers affected include:

SL 26-260G3-01387 (June 13, 2017) to SL 26-260G3-06256 (March 1, 2021)

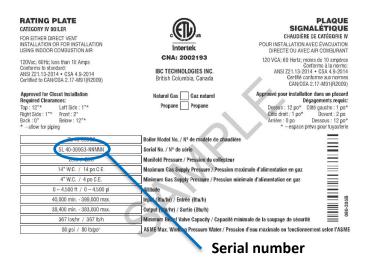
SL 40-399G3-02000 (April 6, 2017) to SL 40-399G3-06492 (March 1, 2021)

See over for a sample rating plate and serial number.



Urgent Product Service Notification

Pressure Switch Tubing Upgrade Program



If you have identified a boiler as one of the affected units, please contact your installing contractor or a heating contractor of your choice to have the tubing must be replaced as soon as possible.

Action Required:

1. Inspect your boiler and determine whether it is one of the affected units.

The old pressure switch tubing on SL 26-260 G3 and SL 40-399 G3 boilers can be easily identified by color. The tubing installed during manufacturing of the affected boilers was **white**, the replacement tubing is **black**.

- If you have identified a boiler as one of the affected units, contact your installing contractor or other heating technician of your choice to replace the tubing as soon as possible.
- Contractor will visit the site with a P-382 tubing replacement kit for each applicable boiler, and replace the white tubing with the black tubing. An annual maintenance is also recommended. Please see the tubing replacement instructions here (also included within the P-382 black tubing replacement kit.)

For more information please contact IBC directly at 1-844-432-8422 or info@ibcboiler.com