

***PARTS & SERVICE DEPARTMENT***

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**TO:** Manufacturers' Representatives, District Sales Managers, Regional Managers, Technical & Customer Service Personnel, Service Agents, Sales & Marketing Personnel

**SUBJECT:** Honeywell Gas Valve Connection

While investigating an ignition failure call, Lochinvar learned that it is possible the terminal connections on Honeywell gas valve, found on SYNC, Power-Fin, Knight XL and Armor XL products, can become loose and prevent the gas valve coil from energizing properly. In some instances only the gas valve was changed and the new gas valve did not open due to the loose connection. An indicator of a loose connection is the failure of one or both gas valve LED coil lights to energize, see Figure 1.



**Figure 1: Honeywell Gas Valve**

While reports of loose terminal connections have been limited, it is important that the connection be checked when investigating gas valve operation. To check the terminal connections follow the steps below.

**Step 1:** Turn off power to the unit.



**Figure 2: Harness Location**

**Step 2:** Remove the retaining screw using a standard Phillips head screwdriver.



**Figure 3: Harness Plug**

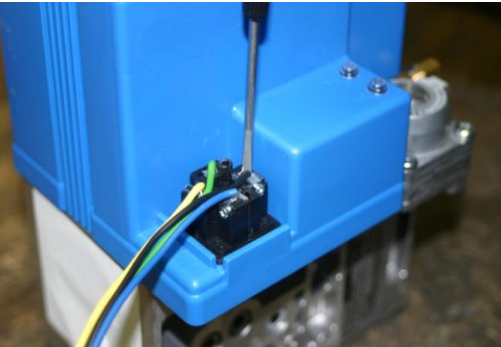
**Step 3:** Using a small flathead screw driver separate the cover and terminal block.



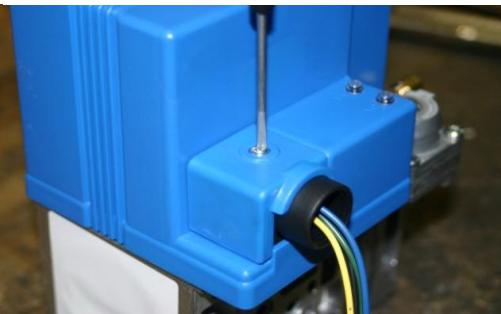
**Figure 4: Terminal Block example with loose connector (black wire)**

**Step 4:** Inspect terminal block connections if a pin is found to be loose contact Lochinvar Parts Department at 1-615-889-8900 to order a replacement WRE20110.

**If required, the unit can be temporarily repaired using the following steps:**



**Figure 5: Re-install the Harness Terminal Block using a flathead screwdriver to push any loose connector on to the gas valve terminal firmly.**



**Figure 6: Replace the connector cover, insert and tighten the retaining screw.**

Restore power and restart the unit, change the harness when a replacement arrives. Please be assured we are working with the vendor to expedite a final resolution. Should you encounter a loose connector on the gas valve, you need not to replace the entire gas valve; only the gas valve harness.