



TECHNICAL SERVICE BULLETIN

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: SYNC Ignitors

Lochinvar has discovered a potential problem with the spark gap on the spark ignitor that can show up as a "No Flame Ignition" and/or rough ignition on the following products:

- Knight XL Boilers - 600,700,800
- SYNC Boilers – All Sizes
- Armor Water Heaters – 600, 700, 800

The spark gap has the potential to close up due to the mounting ignitor Mounting screws being over tightened resulting in a lack of spark energy to ensure a smooth and consistent ignition. The standard spark gap is 3/16". Should you experience "No Flame Ignition" and/or Rough Ignition, follow the steps below prior to installing a new igniter:

- Turn off power to the unit.
- Using a T-20 TORX bit loosen the retaining screws used to hold the igniter and remove the igniter from the burner faceplate.
- Verify that the igniter probes are set at the required 3/16 inch gap; carefully pull the igniter probes apart to achieve the 3/16 inch gap if required. Caution repeated flexing of the probe can cause it to break at the plate.
- Reinsert the igniter and gasket and hand tighten the retaining screws.
- Using a T-20 TORX bit tighten the igniter retaining screws ¼ turn. **Do not over tighten.**
- Turn on power and restart unit.

Should you have any questions, please contact Technical Service at 800-722-2101.