Technical Service Bulletin #C1003

Mid-Year Product Update



Grand Hall USA, Inc.

3838 West Miller Road

Garland, Texas 75041

TEL 866 946 1096

FAX 972 279 8440

www.eternalwaterheater.com

Applicable Models:

Factory Installed Silencer Kit – 508 Series All Models starting from G002845 Internal Pump Control – GU145(S) and GU195(S) starting from G003854 Condensate Hose Removal – 508 Series All Models starting from G003301

Description:

Since the 508 Series launch in February, we have incorporated suggestions from field feedback and made some changes to enhance the product's performance and convenience.



Factory Installed Silencer Kit – Reference TSB #C1002

We have received reports in some territories where gas and air mix is off balance and the ignition sequence can run rich. This results in a "rough start" and can be a nuisance. The Silencer Kit was available as an option but now standard and installed at factory.

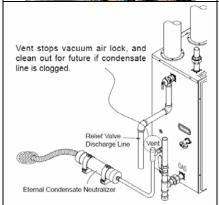
The silencer kit is factory installed on all models starting from SN# G002845 and available on GU145(S), GU195(S) and GU195(M).



Internal Pump Control (IPC) - Reference Updated OM

A standard 3-prong plug inside the chassis can be used to plug an external recirculation pump in. The PCB has an adjustable timer and utilizes the unit's Inlet and Outlet thermistor sensors as an aquastat. IPC improves the efficiency of a closed loop recirculation system idle for long periods of standby.

This option is factory installed starting from G003854 on GU145(S) and GU195(S) only.



Condensate Hose Removal – Reference Updated OM

There were reported cases of condensate backing into the heat exchanger due to improper drainage, likely caused by air-lock. The factory supplied drain hose may not be sized sufficiently and we are no longer including the hose starting from SN# G003301 for all models.

Updated OM now recommends using ½" PVC to pipe into the condensate drain port and also pipe in an air vent to prevent air lock.

Consumer Notice: The information and instruction in this bulletin are intended for use by skilled professionals. These instructions should not be performed by consumers. Call your professional person for help.