TECHNICAL BULLETIN
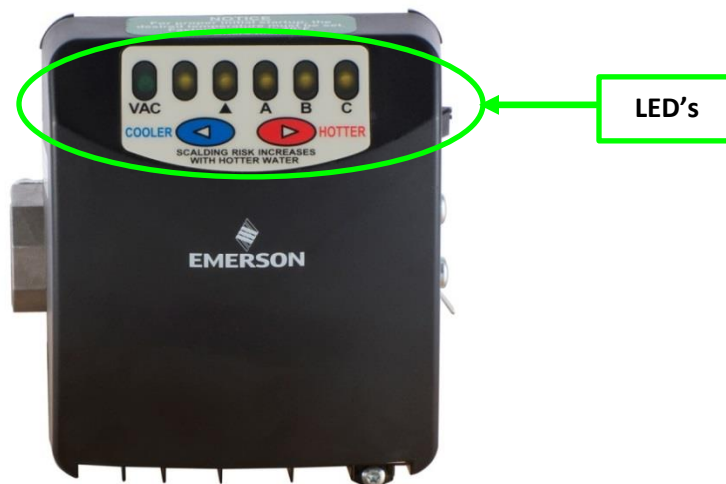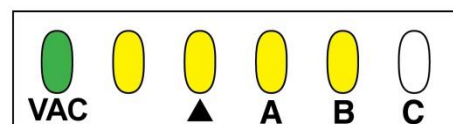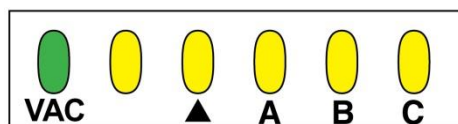
Issue: A nuisance issue has been identified in a small number of installations that can affect Giant Power Vent or Power Direct Vent water heater gas controls. The Giant part numbers of the gas controls affected in this bulletin are: 56000160 (Natural Gas) and 56000161 (LP). The complete gas control (modules and gas valves) impacted have a date code of up to and including 1643 (Year/Week). Below is a photograph of the gas control:

Cause: Certain abnormal voltage fluctuations can cause the gas control to enter a lockout mode and display a false error condition. **There is no "safety" concern** with this condition. Voltage fluctuations often referred to as "noise", can be generated by any inductive charges on the network (e.g.: electric motor).
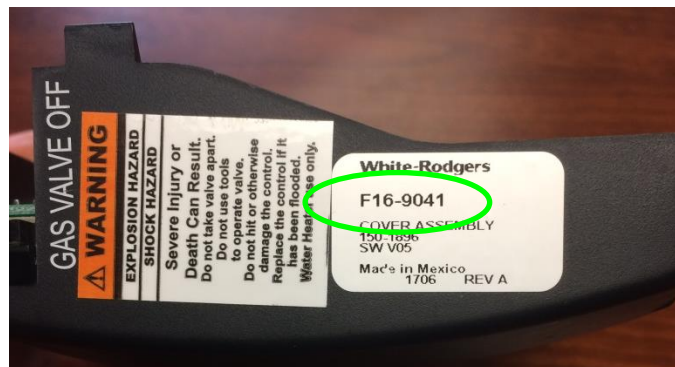
How to identify the problem: All LED's are lit or all LED's but "**C**" are lit on the gas control (they may or may not be flashing).

Should these symptoms occur, please do not replace the gas control.

<u>Corrective action</u>:

1- Reset the gas control by turning off power to the water heater at the service panel or by unplugging the water heater for thirty (30) seconds. Restore power to resume normal operation. Note: Using the switch located on the side of the gas control will also reset the control.

2- If the issue persists, a **replacement kit (#56000162-A)** can be obtained by**:**

   a) Contacting your local Giant sales representative.
   b) Contacting your Giant service agent.
   c) Contacting Giant Customer Service Department by e-mail at service@giantinc.com or by telephone at 1-800-363-9354.

3- The kit will include a control module and detailed instructions on how to install it. This control module has a label on the side (#F16-9041) which identifies a software revision.

Replacement of the control module will have to be performed by a qualified service technician. **<u>Please Note: This is not a retrofit program.</u>** Corrective actions are to be managed on an ''As Found'' basis.