

50M56 Ignition Control Component Issue

November 3, 2017

Bulletin # 17-21

TO: White-Rodgers Distributors

We have identified an increased non-conformance rate on a component utilized in the 50M56 furnace control board. When this component fails, the 50M56 will lock out with a flash code “5” error. The flash code 5 error indicates there is “flame sensed when no flame should be present”. The failed component is the cause of this lockout and the erroneous fault code 5. This results in a safe lockout of the system.

The products impacted are: 50M56U-843, 50M56U-801, 50M56U-751, 50M56-743

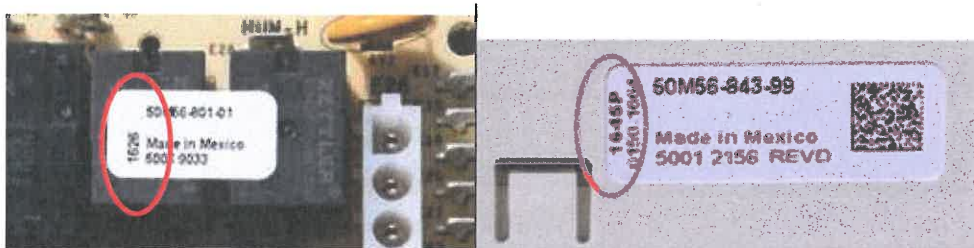
The date code range of these controls that could be impacted by this is 1733 to 1743. Product built prior to 1733 or after 1743 is not affected. The nonconforming component has been identified and corrective actions have been taken. Any new product shipping from our distribution location with a date code of 1744 or after is not suspect.

OEM's are aware of this issue and are addressing it with their customers. If a failure occurs on OEM equipment, please work directly with the OEM for resolution.

If you have product on your shelf with date codes 1733 to 1743 please follow the normal RGA process stated below for returning this suspect product.

1. Contact customer service to request RGA number
U.S.: 888-725-9797 Canada: 800-305-6953
2. Return product for credit to the address listed on RGA form
3. Place order for replacement product

Location of date code is on the furnace control label as shown below:



Please contact your White-Rodgers sales person for any assistance or questions.