

Product Information Notice

Models: SSB255, SSB399, and SSB512 Boilers

Subject: Condensate Collector – Identifying Potential Cracks



BOSCH



Please read this entire document prior to proceeding with any work.



WARNING:

- ▶ This bulletin is intended to provide technical guidance to a professional who is qualified to work on gas boiler products and 110vac electrical components. If you are not qualified to work on such equipment, please obtain the services of such a professional.

Background

The SSB boiler models listed at the top of this document all share a common condensate collector (part# 7738004960).

In rare cases it has been reported that the polypropylene material of the condensate collector has cracked, and liquid condensate had dripped onto the sheet metal of the boiler resulting in cosmetic surface corrosion. Our investigation concluded that there was some inconsistency in the thickness of the polypropylene, and when going through the milling process some of the condensate collectors may have been weakened.

The crack may not be evident immediately though, it may instead occur after a period of time of the boiler being in operation.

Corrective Action

Once the root cause was identified, we implemented the following production improvement measures:

- ▶ The thickness of the polypropylene material was increased.
- ▶ The diameter of the two circular connection ports in the condensate collector was enlarged slightly, improving the material flow in production and increasing the material thickness.

Frequently Asked Questions

Q1: Were condensate collectors from all production runs affected?

A1: No, the cases that have been reported to us are typically on boilers that were produced in 2016 between a date code of 617 and 660.

However, we recommend checking the integrity of the condensate collector as part of regular servicing and maintenance of all boilers regardless of production date.

Q2: Where is the condensate collector located?

A2: The condensate collector is found at the bottom of the boiler, located below the cylindrical heat exchanger (see fig.1 below):



Figure 1

Q3: What could indicate a leak from the condensate collector?

A3: Corrosion or discoloration of the sheet metal below the condensate collector.
Drips, or pools of moisture on the sheet metal below the condensate collector.
Streaks of discoloration or liquid running down the condensate collector.

How To Inspect The Condensate Collector

1. Turn off the boiler's power supply.
2. Turn off the gas supply to the boiler.
3. Remove the condensate collector from the boiler.
4. Inspect the condensate collector to ensure that no cracks or other damage are evident. Pay particular attention to the large openings at each end that connect to the exhaust pipe and the bottom of the heat exchanger.
5. If no damage is evident, reinstall the condensate collector into the boiler. Ensure that all connections are made.
6. If damage is found to the condensate collector, it must be replaced. Bosch will provide a replacement at no charge up to 5 years from date of installation through the standard online warranty process.
7. If you have any questions regarding the information provided in this document, please contact the Bosch Technical Support Department by phone at 1-800-283-3787, or via email at boiler.techsupport@us.bosch.com