



TECHNICAL SERVICE DEPARTMENT
Technical Service Bulletin
1-800-432-8373



**Repositioning Igniter Rod
Spark to Pilot to Burner systems with Honeywell Control**

Under certain circumstances, the pilot flame goes out when main burner lights. Pilot flame is lifting off the pilot orifice causing the pilot igniter/sense rod to lose flame sense/rectification. Once flame sense is lost, the control will almost immediately drop out and unit goes into retrial and possibly soft and hard lockouts modes. The most common fault code is 6-3.

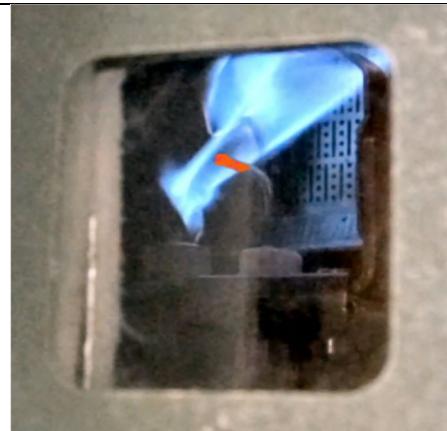


For the sake of this technical bulletin, the ignitor rod has been painted an orange color. This will allow you to see the exact positioning in accordance with the instructions.

Field Correction Instructions:

1. View pilot flame through sight glass to see if igniter rod is fully engulfed in the pilot flame.

Notice the pilot flame is riding low on the pilot hood; and the igniter rod is completely engulfed in the pilot flame. The tip of the igniter may glow red from the heat.



2. If not then remove burner/inner door assembly to gain access to the pilot assembly.

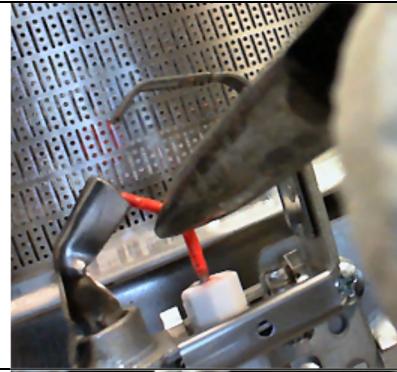
Notice the pilot flame is “lifting off” the pilot hood; and is riding above the igniter rod.





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3. Reposition (bend) igniter rod so that it is fully engulfed in the pilot flame. Be careful not to bend in such a way that the igniter rod ceramic cracks or breaks.



4. When completed, the igniter rod should be positioned in the middle of the notch (saddle) of the pilot hood; and $\frac{1}{8}$ inch from the hood. (Use a drill bit or Allen wrench as a gauge.)



5. The igniter rod should be positioned in the bottom and middle of the saddle of the pilot hood as shown here.





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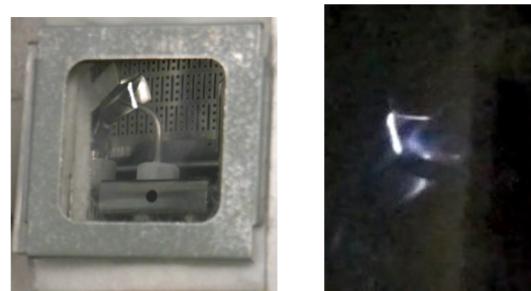


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6. Replace burner/inner door assembly. Use a new door gasket if the old one breaks or falls apart.

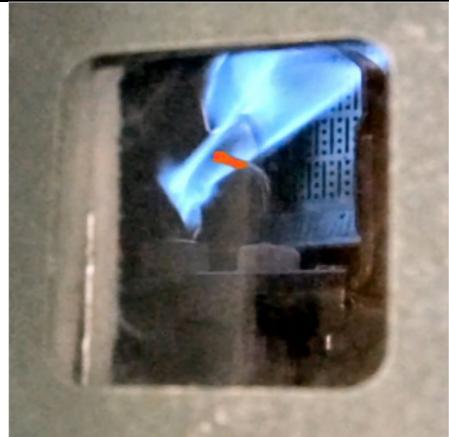


7. Initiate unit operation with the gas turned OFF and verify that igniter is sparking to the pilot hood. Turn gas back ON.



8. Once pilot lights, verify that igniter rod is fully engulfed in the pilot flame during lighting and main burner operation. If not repeat steps above.

Notice the pilot flame is riding low on the pilot hood; and the igniter rod is completely engulfed in the pilot flame. The tip of the igniter may glow red from the heat.



9. Verify that water heater is operating properly. Set thermostat to 120°F.

