
Burnham Commercial always strives to provide its customers with superior quality products. As part of the quality process, we periodically perform tests to help ensure our products meet or exceed all applicable industry standards and safety requirements. During a recent test, our analysis suggested that a situation may occur when certain field conditions exist at the same time; these conditions include having a cold start plus reduced pilot gas flow.

The majority of the installed boilers perform without issues, however we were contacted by two customers reporting delayed ignition and/or flame rollout past the front of the boiler. Through our testing, the potential for this to occur is isolated to the EP models only.

In order to avoid a potential burn hazard, a simple field modification is required for the boilers; this includes installing a new main gas burner with a 60º pilot bracket.

If your distributor contacted you about specific serial numbers of Series 8 EP boilers that you purchased and installed, we ask that you make this modification a priority in your service call scheduling. The modification is mandatory for all Series 8 EP boilers identified by your Burnham Commercial Distributor.

For additional questions, please contact Burnham Commercial Customer Service at 888-791-3790