

# Safety Alert 024

Developed with Baxi Heating UK Limited

## Title: Baxi & Potterton Heat Only - Condensate Trap

Date issued: 16 August 2017

***This Safety Alert provides guidance to Gas Safe registered businesses/engineers about a boiler safety concern relating to specific Baxi and Potterton heat only gas boilers. It has been identified that under certain fault conditions products of combustion can be released from the condensate trap connection.***

### Introduction

It has come to the attention of Baxi Heating UK Limited (Baxi) that on specific heat only boilers manufactured with a condensate trap positioned on the outside of the boiler, an unusual combination of factors occurring simultaneously (fault on fault condition) could give rise to a safety concern.

The probability of this situation occurring is very low and a recent risk analysis undertaken by Baxi, has highlighted that under these rare circumstances, there is a potential risk of products of combustion being released into the adjacent living space as the seal between the condensate trap and boiler is not contained by the outer case.

**This notice only relates to the heat only boilers listed in the Boiler Identification Table (see below) manufactured between week 17 of 2014 and week 24 of 2017. These can be identified by the modification level of the serial number.**

**An example of the serial number format is shown below.**

**Modification levels AC & BC require action, CC do not.**

### Boiler Identification Table

Boiler	Outputs (kW)	Mod Level AC	Mod Level BC	Mod Level CC
Baxi EcoBlue Heat	12, 15, 18, 21 & 24	Replace	Replace	Do Not Replace
Baxi EcoBlue Advance Heat	13, 16, 19, 21, 25 & 30	Replace	Replace	Do Not Replace
Baxi 200 & 400 Heat	12, 15, 18, 24 & 30	Replace	Replace	Do Not Replace
Baxi Main Eco Heat	15, 18 & 24	Replace	Replace	Do Not Replace
Potterton Titanium Heat	12, 15, 18, 24 & 30	Replace	Replace	Do Not Replace
Potterton Ultra	12, 15, 18, 24 & 30	Replace	Replace	Do Not Replace
BG Precision Plus	All Outputs	Replace	Replace	Do Not Replace

**Serial Number Example:**

XXX172410094AC

Product Code    Year 2017    Week 24    Mod Level

## Background

The concern identified relates to the removal and refitting of the condensate trap when commissioning and/or servicing the boiler. Through continuous field monitoring, it came to the attention of Baxi that the condensate trap retaining clip can be subject to undue stress if removal or refitting of the retaining clip is not in accordance with manufacturer's instructions and/or the condensate pipework has not been installed in accordance with manufacturer's instructions.

This has the potential to subject the condensate trap retaining clip to undue strain or deformation and could result in the retaining clip not being positively engaged on the condensate trap 'lugs' provided (**Figure 1**). Whilst the probability of this combination of factors occurring is very low, Baxi considers that it is important to share this information in order to ensure optimum safety.

Baxi have decided to modify the condensate trap retaining clip to minimise the risks associated with the removal and refitting of the retaining clip not being carried out in accordance with the manufacturer's instructions. This change was made from week 24 of 2017 as part of Baxi's ongoing commitment to continuous improvement and ensuring that the highest possible safety and reliability standards continue to be met.

## Immediate Action

Baxi will arrange to supply a replacement condensate trap retaining clip assembly completely free of charge\* to all boilers with an **AC** or **BC** modification level, as identified in Boiler Identification Table.

When undertaking work on these boilers, Gas Safe Registered Engineers are advised to pay particular attention to the following details as this issue may not be immediately apparent.

When attending a heat only boiler listed in the Boiler Identification Table, first check to see if the modification level of the serial number is in the identified range. The serial number is located on the boiler data plate and/or serial number/information label. An example showing details of the year and week of manufacture and modification level is shown at the foot of Boiler Identification Table on page 1 of this Safety Alert.

**Remember, boilers with a modification level of **AC** or **BC** are the only ones which require action.**

If the boiler is found to have a modification level of **AC** or **BC**, check the condensate trap retaining clip.

The condensate trap and retaining clip are located on the base of the boiler behind the User Interaction Controller/control panel (**Figure 3**). Removal of the User Interaction Controller/control panel facilitates inspection of the condensate trap retaining clip.

If it is the original type (**Figure 1**) follow the 'Actions' listed on page 3. Baxi recommends that all condensate retaining clips of the original type (**Figure 1**) are exchanged irrespective of their current condition.

If it is the new type (**Figure 2**) no further action is required under this Safety Alert. However, all boiler checks in accordance with the Gas Safety (Installation and Use) Regulations (GSIUR) 26(9)<sup>(1)</sup> must be completed and any subsequent actions applied as appropriate.

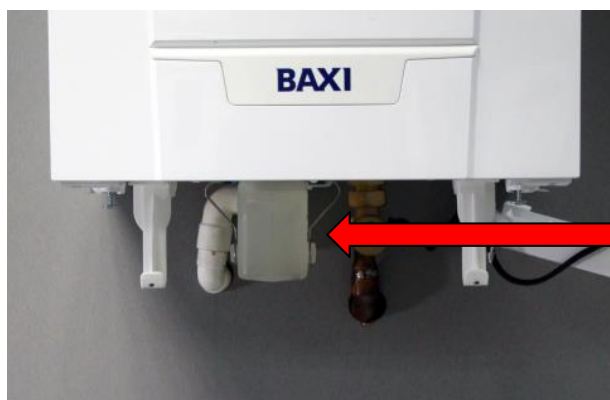
**Figure 1 Original Retaining Clip & Lugs**



**Figure 2 New Retaining Clip**



**Figure 3 General Access - Location of condensate trap and retaining clip**



### **Actions**

- 1) If the boiler has modification level **AC** or **BC** and the condensate trap retaining clip is the original type (**Figure 1**) a new condensate trap retaining clip assembly should be fitted. If a replacement clip assembly is not available during the inspection, the original trap and retaining clip should be checked to ensure it is fitted in accordance with manufacturer's instructions and, a free of charge\* replacement retaining clip assembly should be obtained as detailed on page 4 and fitted as a replacement at your earliest convenience.
- 2) If a combustion analysis check is required as a result of any work undertaken, please refer to the appropriate Installation & Service instructions for guidance. If the customer does not have the Installation & Service instructions to hand, it can be found at [www.baxi.co.uk/literature-library.htm](http://www.baxi.co.uk/literature-library.htm)
- 3) If combustion performance is not in accordance with the manufacturer's instructions, take the appropriate actions as defined in the Gas Industry Unsafe Situation Procedure GSIUP<sup>(2)</sup> (see Technical Bulletin TB 001).

For technical assistance, please call the free Baxi dedicated helpline on **0800 169 5376**

Any Gas Safe Registered businesses/engineers identifying a condensate trap retaining clip assembly that needs replacing in accordance with the above should request a free of charge\* replacement and arrange to fit it at their earliest convenience.

To request a free of charge\* replacement condensate trap retaining clip assembly (**part number 7684381**), please contact the free Helpline on **0800 169 5376** or email [safetyalert024@baxi.co.uk](mailto:safetyalert024@baxi.co.uk).

To obtain the free of charge replacement clip assembly, the Gas Safe Registered Engineer will be required to provide the following information:

**Product Information:**

Boiler Make & Model  
Boiler Serial Number  
Boiler Installation Date

**Installation Address Details:**

Customer Name  
Customer Full Address  
Customer Contact Telephone Number(s)  
Customer Email address

**Gas Safe Registration Details:**

Company Name  
Company Gas Safe Registration Number  
Gas Safe Operative Registration Number

**BAXI Heating UK Limited contact details:**

Dedicated Helpline                    0800 169 5376 (Mon-Fri, 8am – 5pm)  
Dedicated email address        [safetyalert024@baxi.co.uk](mailto:safetyalert024@baxi.co.uk)  
Website                                    [www.baxi.co.uk](http://www.baxi.co.uk)  
Website (Literature)                [www.baxi.co.uk/literature-library.htm](http://www.baxi.co.uk/literature-library.htm)

Baxi Heating UK Limited appreciates your anticipated assistance in this matter and wishes to thank you for your co-operation.

**\*Only the condensate trap retaining clip assembly will be supplied free of charge. Any other product(s) and/or remedial work required will be subject to Baxi Heating UK Limited's usual charges. Baxi Heating UK Limited's standard terms and conditions apply at all times (available to view on the BAXI website ([www.baxi.co.uk/about-baxi/warranty-terms-and-conditions.htm](http://www.baxi.co.uk/about-baxi/warranty-terms-and-conditions.htm)) and all rights are reserved without limitation.**

**Bibliography**

- (1) *The Gas Safety (Installation and Use) Regulations 1998*
- (2) *TB 001 - Gas Industry Unsafe Situation Procedure*

**Note:** Gas Safe Register Technical Bulletins and the Legislative, Normative & Informative Document List can be viewed at: <https://www.gassaferegister.co.uk/sign-in> - login and visit the Technical Information area

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