

Residential Technical Services: YS Letter

Letter: YSR-001-26

Date: January 22, 2026 Expires: June 1, 2027

To: S1 HVAC Branch and Distributor Principal, Sales Manager, Service Manager, Parts Manager, Warranty Manager, Training Manager, Delegated Administrator. Technical Services, Parts/S1, Account Representatives, Marketing, Sales, Warranty teams

Subject: **Condensing Furnace Condensate Collection Pan Screws**

Product/s: Condensing Furnace Models - Z9E (T, S), Y9(1,2), RG19, YP9C, TP9C, LP9C, TM9(E, Y, V)

Summary: We have identified an increase in reports affecting certain condensing furnace models related to loosening or stripped screws securing the condensate collection pan. In some cases, this condition may result in condensate leakage or impact furnace operation. Affected units fall within serial number range **W2N4 through W2N5**.

Dear Valued Customer,

We are writing to inform you of a condition that may affect a limited number of condensing furnaces.

During a production period, a tooling change for a furnace component created conditions where screws securing the condensate collection pan may not maintain a proper seal over time. This was immediately identified in our internal review, and a thorough investigation was completed. Our Manufacturing Center of Excellence has confirmed a clean date of **December 18th 2025**

We implemented corrective actions immediately, including the use of an improved fastener strategy and the use of higher precision-controlled torque tools. These updates have significantly reduced the likelihood of this condition from occurring. It is important to note that **most furnaces are not affected** and it is a **very low-occurrence issue**. Many furnaces will continue to operate normally. If a furnace is affected, signs may include visible moisture inside the unit or performance issues related to condensate drainage. A trained service professional can easily inspect the furnace and determine whether corrective action is necessary.

For units installed in the field, repairs are recommended **only if the condition is present**. When required, approved replacement fasteners may be installed to restore a secure seal. This repair is straightforward and does not involve replacing major components. If your furnace is within the affected serial number range and you believe it may be experiencing this issue, please proceed with ordering the screws listed below and performing the repair. Warranty support is available in accordance with standard terms.

We appreciate your continued confidence in our products and remain committed to delivering safe, reliable, and high-quality equipment.

Warranty Coverage Terms:

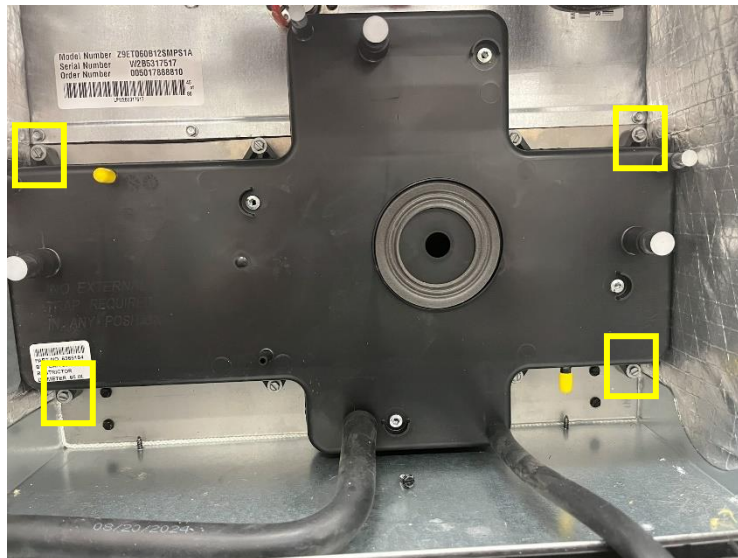
- Unit Serial Number must be within W2N4 through W2N5*
- \$30.00 per claim of non-source 1 part (screw coverage)
 - Grainger 1MB76 or Fastenal 0139144 screws
- 2 hours of labor toward the repair. (sites with more than 1 unit will be allotted 1 additional hour)
- Each claim must have an attached copy of a completed work order or invoice from the certified contractor/dealer

***In the event a unit outside the serial number range is identified please contact us for warranty voucher approval**

If you have any questions regarding this letter, please feel free to contact us and speak with a Technical Service representative:

- 1-877-874-7378
- be-ams-be-ductedsystemsresidentialdistributorsupport@bosch-hcgroup.com
- "Report a Quality Issue" on JCI Connect (www.solutionnavigator.com > Applications > Resources > JCI Connect > Technical Support > Report a Quality Issue)

(Note) Below are common areas of concern for customer awareness



Best regards,

Kevin A. Reese
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